Centro™

SMARTPHONE

User Guide

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v. 1.0

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CHAPTER
1

Welcome

Congratulations on the purchase of your Palm® Centro™ smartphone!

Benefits

- Make and receive phone calls
- Manage your contacts, calendar, and task list
- Receive and send corporate and personal email messages
- Browse the web
- Use a Bluetooth® headset (sold separately) for hands-free operation

In this chapter

Your new Palm® Centro™ smartphone 3
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Where can I learn more? 4

Your new Palm® Centro™ smartphone

In one compact and indispensable device, you now have all of the following:

- Phone application for making and receiving calls
- Contacts application that stores the names, phone numbers, and even pictures of friends, family, business contacts—everyone you stay in touch with
- Email application for receiving and sending email (business and personal)
- Palm OS® by ACCESS personal info applications for storing your appointments, to-do lists, memos, and more
- Expansion card slot that accepts microSD cards (sold separately) for storing music files, videos, dictionaries, games, and lots of other applications
- An SXGA 1.3 megapixel (1280 x 1024) digital camera for snapping photos and capturing short videos
- Text and multimedia messaging
- Music player
- Applications for reading, creating, and editing Microsoft Office files and viewing PDF files
- Desktop synchronization software for entering names, addresses, and more on your computer, and then transferring the info to your smartphone with one press of a button

TIP LOOK HERE: Don't miss the helpful tips and cross-references given in these boxes.

What's in the box?

The box containing your smartphone contains all the following items:

Hardware

- Centro smartphone
- Rechargeable battery
- AC charger
- USB sync cable

Documentation and software

- *Quick Reference*
- *Quickstart Guide*
- Palm Software Installation CD, which includes the following:
  - Palm® Desktop software
  - Links to bonus software for your smartphone
  - *User Guide* (this guide)
- Palm warranty

What do I need to get started?

This guide helps you set up your smartphone and quickly learn to use it. To get started, you need all the items that came in the box (see What's in the box?), plus the following:

- Appropriate service contracts. Phone and text messaging services require a service contract with Verizon Wireless. Web, multimedia, and email messaging services require a service contract and data services from Verizon Wireless. Data speeds vary based on network availability and capacity. Contact Verizon Wireless for details about your data service options.
- A location where you are within coverage of yournetwork.
- An electrical outlet.
- The computer with which you want to synchronize your personal information.

Where can I learn more?

Whether you're on the go or at your computer, there are several ways to learn more about using your smartphone.

For a quick introduction

Quick Tour: You can open this short introduction to your smartphone anytime. Press **Applications** , and then select **Quick Tour** .

Tutorial: The Palm Tutorial explains how to make calls, browse the web, and send and

receive email. Find the tutorial on the web at palm.com/centroverizon-support.

While using your smartphone

On-device User Guide: A specially formatted copy of this *User Guide* is on your smartphone. To view the guide, press **Applications** and then select **My Centro** .

Tips: Many applications include helpful tips for getting the most out of your smartphone. To view these tips, open an application, press **Menu**, select **Options**, and then select **Tips**.

Many dialog boxes have a Tips icon in the upper-right corner. Select the **Tips** icon to learn about the tasks you can perform in that dialog box.

Online support from Palm**:** For up-to-date downloads, troubleshooting, and support information, go to palm.com/centroverizon-support.

If you need more information

Books: Many books on Palm OS® devices are available from local or online book retailers (look in the computers section), or visit palm.com/centroverizon-support.

Online forums: Consult online user discussion groups to swap smartphone information and learn about Centro topics you may find nowhere else. Visit palm.com/centroverizon-support for details.

CHAPTER

2

Setting up

You're about to discover the many things about your Palm® Centro™ smartphone that can help you better manage your life and have fun, too.

As you become more familiar with your smartphone, you'll want to personalize the settings and add applications to make it uniquely yours. But first, take the few easy steps in this chapter to set up your smartphone and get it running.

Benefits

- Know where your smartphone controls are located
- Start using your smartphone right away
- Establish a link between your smartphone and your computer

In this chapter

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Charging the battery. 12
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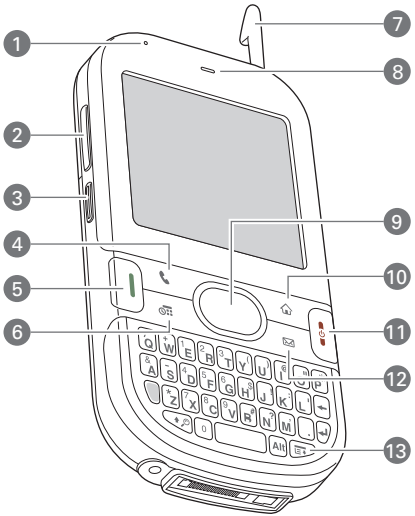
Palm® Centro™ smartphone overview

Front view

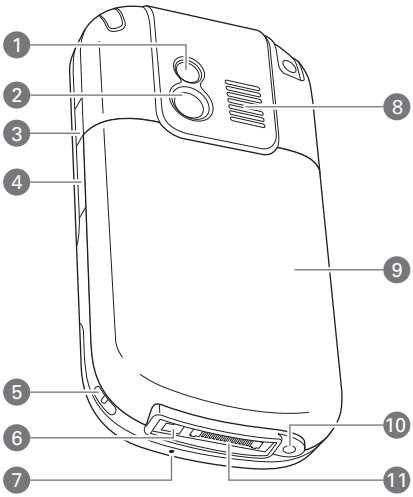


1 Charge indicator light
2 Volume
3 Side button
4 Phone
5 Send (for making calls)
6 Calendar
7 Stylus
8 Earpiece
9 5-way navigator and Center button
10 Applications (access all applications)
11 Power/End
12 Wireless Sync (email application)
13 Menu

TIP Protect your screen. Be careful to store your smartphone away from items that might scratch or crush the screen. Your smartphone comes with a screen protector. Visit palm.com/centroverizon-support to find carrying cases and other useful accessories.

DID YOU KNOW? You can reassign some buttons to open an application you select; see Reassigning buttons for details.

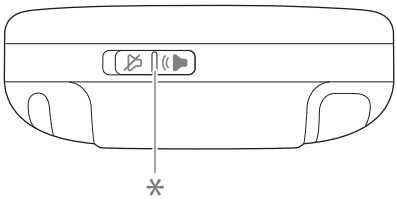
Back view



1 Self-portrait mirror
2 Camera lens
3 IR (infrared) port
4 Expansion card slot
5 Lanyard connector
6 Power connector
7 Microphone
8 Speaker
9 Battery door
10 Headset jack
11 Sync connector

IMPORTANT The smartphone speaker includes a large magnet, so be sure to keep your smartphone away from credit cards or other items that could be demagnetized.

Top view



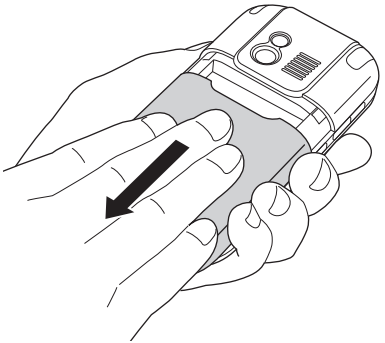
* Ringer switch

DID YOU KNOW? The Ringer switch silences all sounds at once, so you don't need to hunt for Off buttons all over the device.

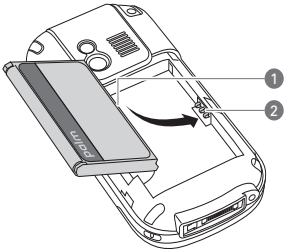
Inserting the battery

IMPORTANT Use the battery that came with your smartphone. An unauthorized battery cannot power your Centro smartphone. Do *not* use a battery from another device in your smartphone. Using a battery meant for another device can damage your smartphone. Similarly, do *not* use the Centro smartphone battery in another device. For info on replacement batteries, see Replacing the battery.

1 Remove the **battery door**.



2 Align the metal contacts of the battery with the contacts inside the battery compartment, and press the battery into place.



1 Battery contacts
2 Centro smartphone contacts

3 Slide the battery door onto the back of the smartphone until it clicks into place.

4 Your smartphone screen wakes up and begins the setup process. When the language selection screen appears, select the language you want to use, and then follow the onscreen instructions to set up your smartphone.

IMPORTANT Always use the same language for your smartphone, your computer operating system, and your

desktop synchronization software. Otherwise, you may lose information or have difficulty with synchronization. Support is not provided for mismatched language setups.

NOTE If you insert the correct battery into your smartphone and it still does not turn on, you need to charge the battery. See Charging the battery. If your smartphone still does not turn on after being connected to the AC charger for five minutes, do a soft reset. See Performing a soft reset.

TIP The power-saving feature turns off the smartphone screen after a period of inactivity. To wake up the screen, press and release **Power/End,** and then press **Center** on the 5-way to turn off **Keyguard**.

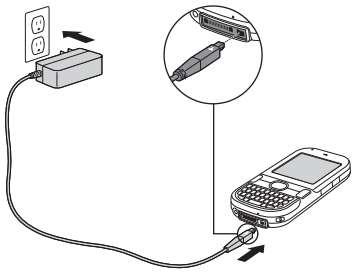
Charging the battery

The battery comes with enough of a charge that you can complete the setup process and activate your phone. After activation, we recommend charging your smartphone for three hours (or until the indicator light is solid green) to give it a full charge. See Maximizing battery life for tips on maximizing the life of your smartphone battery.

TIP To avoid draining the battery, charge your smartphone every day, especially if you use your phone often.

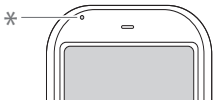
DID YOU KNOW? If your battery ever becomes fully drained, your info is still stored safely on your smartphone until you connect it to a power source and charge the battery.

1. Plug the AC charger into a wall outlet.
2. Connect the charger cable to the bottom of your smartphone. Make sure the arrow on the connector is facing up, toward the screen.



3 To confirm that your smartphone is being charged, check the indicator light on your smartphone.

- **Solid red** indicates that your smartphone is being charged.
- **Solid green** indicates that your smartphone is fully charged.



* Indicator light

If the battery is fully drained, it may take a few moments for the indicator light to turn on when you begin charging.

If the indicator light does not turn on when you connect your smartphone to the AC charger, double-check the cable connection and the electrical outlet to which it is connected.

DID YOU KNOW? You can also trickle-charge your smartphone without the AC charger by connecting it to your computer with the sync cable. Trickle-charging takes longer, however. Be sure to plug your computer into a power source, or your smartphone could drain the computer's battery. For the quickest charge time, use the AC charger.

When trickle-charging your smartphone with the sync cable, the indicator light may not turn on. To make sure the battery is being charged, check the onscreen battery indicator.

When your smartphone is on (see Turning your smartphone on and off), the onscreen battery icon displays the charging status:

A red lightning bolt indicates that the battery is connected to an electrical outlet and is being charged.

A green lightning bolt indicates that the battery is connected to an electrical outlet and is fully charged.

A partial battery without a lightning bolt indicates that the battery is not connected to an electrical outlet and it has some power.

An almost empty battery that is red at the bottom indicates that you need to charge the battery immediately.

To see the remaining battery charge expressed as a percentage, tap the onscreen **battery** icon.

* Battery icon

Maximizing battery life

Battery life depends on how you use your smartphone. You can maximize the life of your battery by following a few easy guidelines.

IMPORTANT You must use the battery that came with your smartphone or a replacement approved by Palm. For info on replacement batteries, see Replacing the battery.

Unauthorized batteries cannot power your Centro smartphone.

- You can buy an extra battery as a spare for long plane trips or periods of heavy use. To purchase batteries that are compatible with your smartphone, go to palm.com/centroverizon-support.
- Charge your smartphone whenever you can. Charge it overnight. The battery has a much longer useful life when it is topped off frequently than when it is charged after it is fully drained.

- Wireless and media features consume more power than applications like Calendar and Contacts. If you use the phone, speakerphone, email, messaging, web, camera, media players, and games a lot, keep an eye on the battery icon.
- If you don't plan to use the wireless features on your smartphone for a while, turn off your phone (see Turning your smartphone on and off) and let all calls be picked up by voicemail.
- As with any mobile phone, if you are in an area with no wireless coverage, your smartphone searches for a signal, which consumes power. If you cannot move to an area of better coverage, temporarily turn off your phone. While your phone is off, you can continue to use the nonwireless features of your smartphone.
- Turn down the screen brightness (see Adjusting the brightness).
- Decrease the settings in Power Preferences and turn off Beam Receive (see Optimizing power settings).
- Turn off the Bluetooth® feature if you're not using it. See Connecting to a Bluetooth® hands-free device.

Making your first call

BEFORE YOU BEGIN If **Phone Off** appears in the title bar, you need to turn on your phone (see Turning your phone on and off). If **No Service** appears in the title bar, you are outside a wireless coverage area. If you believe you are in a wireless coverage area and this problem persists, contact Verizon Wireless for assistance:

- Verizon Wireless customer support, billing, and technical support: 800-922-0204

Activating your phone service

1. Press **Phone** [ ].
2. Press **Center** ◯ to turn off **Keyguard** (see Locking your keyboard (Keyguard) for more info).
3. Tap the onscreen Dial Pad to enter ***228**.

4 Press **Send** to dial.

5 When prompted, press **1** (this number appears on the E letter key) to program your phone. A service–provisioning message appears on your smartphone screen.

6 Wait a few minutes until you see the Programming Successful! message, and then tap the onscreen **OK** button. If the Ringer switch is set to Sound On , you hear three tones when programming is successful.

7 Press **Power/End** to end the call.

> **TIP** If you are inside a coverage area and cannot complete a call, contact Verizon Wireless for assistance.

8 After you finish the call, press **Power/End** to end the call.

Making a call

1 Press **Phone** .

2 Press **Center** to turn off **Keyguard**.

3 Tap the onscreen **Dial Pad** to enter the number you want to call.

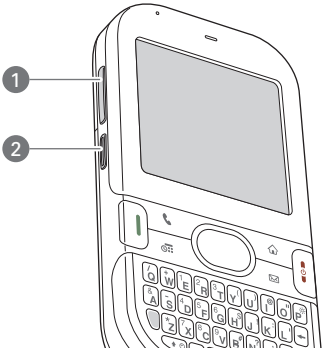
4 Press **Send** to dial the number.

5 After you finish the call, press **Power/End** to end the call.

Adjusting call volume

While a call is in progress, press the **Volume** button on the side of your smartphone to adjust the call volume.

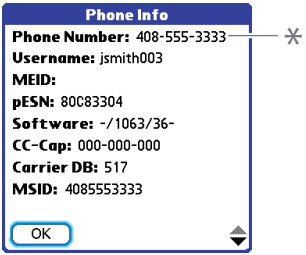
- To increase the volume, press the upper half of the **Volume** button.
- To decrease the volume, press the lower half of the **Volume** button.



1 Volume
2 Side button

What's my phone number?

1 Make sure your phone is on (see Turning your phone on and off).
2 Press **Phone** .
3 Press **Menu** .
4 Select **Options** and then select **Phone Info**.



* Look here for your phone number

If your phone number doesn't appear in Phone Info, please contact Verizon Wireless.

Setting up your computer for synchronization

You need to install the desktop software and connect the sync cable so that you can synchronize the information on your computer with the information on your smartphone. You can use either

Palm® Desktop software (included) or Microsoft Outlook for Windows (sold separately) as your synchronization software.

Synchronization means you can enter or change information on your smartphone or on your computer and then synchronize to automatically update the information in both places. There's no need to enter the information twice. We strongly recommend that you synchronize your smartphone and your computer frequently to keep your information up-to-date (and backed up) in both locations.

Not familiar with synchronization? See Synchronizing information—the basics.

System requirements

Your computer should meet the following minimum system profiles for Windows or Mac computers.

Windows XP Service Pack 2 (SP2), Windows Media Center Edition 2005, or Windows Vista (32-bit version only):

- 32MB of available memory (RAM)
- 170MB of free hard disk space
- CD drive
- Available USB port

Mac OS X version 10.3–10.4.x or later:

- 128MB of total memory (RAM)
- 190MB of free hard disk space
- CD drive
- Available USB port

Upgrading from another Palm OS® by ACCESS device

NOTE If you are setting up your first Palm OS® device, skip ahead to Installing the desktop synchronization software.

When you install the desktop software from the Palm Software Installation CD, some third-party applications may be quarantined because they are not compatible with the Palm OS software version 5.4.9 on your smartphone. Quarantined files are not installed on your smartphone, nor are they deleted. These files are placed in a new folder on your computer: C:\Documents and Settings\Palm\<device name>\PalmOS5 Incompatible Apps. (Can't find a Palm folder in Program Files? Then look for a

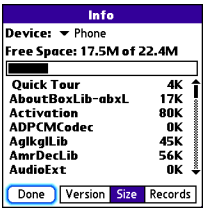
folder labeled palmOne or Handspring instead. For more info, see I can't find my user folder.)

IMPORTANT Synchronize your smartphone only with the version of Palm Desktop software included with your device. Older versions may not work correctly.

TIP We do not recommend using third-party utilities that back up your old device's information onto an expansion card and then transfer the info to your smartphone. Such methods transfer all applications to your smartphone, including those that are not designed to work with Palm OS version 5.4.9.

You can transfer all compatible applications and information from your previous Palm OS device—whether it's a handheld or a smartphone—to your new Centro smartphone, so long as the space taken up by all the info you want to transfer is 64MB or less. This includes your calendar events, contacts, memos, and tasks, as well as your application settings and any compatible third-party applications and files.

1. Calculate how much space your apps and info occupy on your *previous* Palm OS device.
   - In Applications View, open the menus.
   - Select **Info** on the **App** menu.
   - At the bottom of the screen, select **Size**.



   - Look at the numbers on the **Free Space** line and subtract the number on the left from the number on the right to calculate the space used. For example, on the device shown here, 22.4 – 17.5 = 4.9. This means that 4.9MB of space is occupied on this device.
2. If the space occupied on your previous device is 64MB or less, go to step 3. If the space occupied is greater than

64MB, do any of the following to reduce the storage space you're using before you go to the next step:

- Delete any third-party applications that you no longer use.
- Move large files, such as eBooks and images, to an expansion card.
- Move third-party applications to an expansion card.
- Purge old info in applications such as Calendar (Date Book), Tasks (To Do), and email. Refer to the documentation that came with your previous device for instructions about these items.

3 Synchronize your *previous* device with your *previous* desktop software to back up your information one last time.

4 Install the desktop synchronization software from your new Palm Software Installation CD (see Installing the desktop synchronization software).

5 During the installation process, sync your smartphone with your *new* desktop software as instructed. When prompted, do the following:

- Connect your smartphone to your computer (see Connecting your smartphone to your computer).
- Indicate that you want to sync only the info in your PIM apps (Calendar, Contacts, Memos, and Tasks). This is strongly recommended to ensure an optimal upgrade experience. Or indicate that you want to sync all info and apps (excluding apps known to be incompatible).
- When you're asked to give your new smartphone a device name, be sure to select the name that you used for your old device. That name is listed in the drop-down box on the Install screen. (If you're not sure which name is your old device's name, select the HotSync application on your old Palm device. The device name appears in the upper-right corner of the screen.)

6 **Mac only** If you have pictures on your previous device, copy them from your previous device to an expansion card or beam them to your smartphone.

7 If you plan to continue using your *previous* device, perform a hard reset

on your previous device to remove its associated device name. (See the documentation that came with your previous device for instructions on performing a hard reset.) Each device you synchronize with your computer must have a unique name. The next time you synchronize your previous device with your computer, be sure to assign it a new name.

If any third-party applications are quarantined during the installation, do not manually install them. Contact the third-party developer for software updates and info about compatibility with your smartphone.

If you have trouble upgrading or finding quarantined files, see Upgrading.

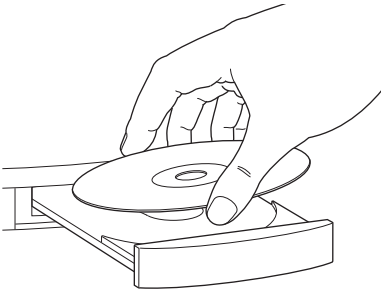
Installing the desktop synchronization software

IMPORTANT Even if you already own a Palm OS device and have installed a previous version of the desktop software, you must install the software from the Palm Software Installation CD that came with your smartphone.

BEFORE YOU BEGIN If you are installing on a computer at work, make sure your computer is configured to let you install new software. Contact your company's IT department for help.

> **TIP** If you want to sync info with applications other than Palm Desktop or Microsoft Outlook, you need to purchase additional third-party sync software. This sync software is sometimes called a *conduit*.

1. Close any applications that are currently running on your computer, including those that are minimized. Your computer needs to have all its resources available to install the software.
2. Insert the Palm Software Installation CD into the CD drive on your computer.



3 If you are installing on a Mac, double-click the **CD** icon on the desktop, and then double-click the Palm **Software.pkg** icon.

4 When the installation wizard opens, follow the onscreen instructions. Note these important points about the installation:

- When the language selection screen appears, select the same language you selected on your smartphone.
- WINDOWS ONLY You can choose which desktop software you want to use for synchronization: Palm Desktop software or Microsoft Outlook.

NOTE Whether you select to synchronize with Microsoft Outlook or Palm Desktop software, Palm Desktop software is still installed on your computer. If you use Outlook as your desktop email application, select Outlook as your desktop synchronization software. Remember that when you enter information on your computer, you must enter it in the software you selected in this step.

- The installation process prompts you to connect your smartphone to your computer. Go to the next section.

Connecting your smartphone to your computer

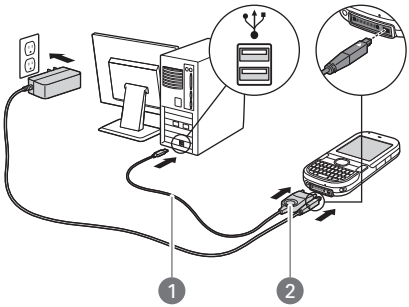
After you install the desktop software (see Installing the desktop synchronization software), you're ready to connect your smartphone to your computer.

1. Plug the AC charger into a wall outlet.
2. Plug the USB sync cable into an available USB port or into a powered USB hub connected to your computer.

TIP For best performance, plug your sync cable directly into a USB port on your computer. If your computer has USB ports on both the front and back, we recommend using the back port; the front port is often a low-power port. If you use a USB hub, make sure the hub has its own power supply.

3. With the sync button facing up, connect the sync cable to the bottom of your smartphone. Do not press the sync button until you are instructed to do so.
4. (Optional) Connect the charger cable to the bottom of your smartphone.

   You are now ready to synchronize; go to the next section, Synchronizing information—the basics.



1 Sync cable
2 Sync button

Synchronizing information—the basics

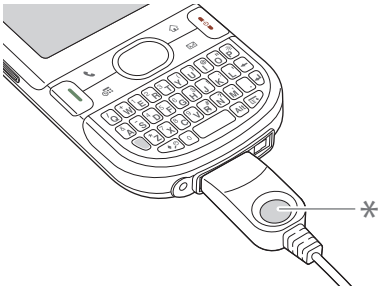
BEFORE YOU BEGIN To sync your info, you must install Palm Desktop software from the Palm Software Installation CD that came with your smartphone—even if you sync with Outlook or another third-party application. See Installing the

desktop synchronization software for instructions.

1 Connect your smartphone to your computer, as described in Connecting your smartphone to your computer.

> **TIP** If you're performing initial setup, your device should already be connected to your computer.

2 Press the **sync** button on the sync cable.



* Sync button

Messages on both your computer and your smartphone indicate that synchronization is in progress.

3 Wait until you see the message on your smartphone that the HotSync operation is complete; then disconnect the sync cable. Do not disconnect the sync cable until you see this message.

Why synchronize?

Synchronizing means that info you enter or change in one place (your smartphone or your computer) is automatically entered or changed in the other; so there's no need to enter the info twice. We strongly recommend that you sync your smartphone with your computer or corporate server frequently to keep your info up-to-date (and backed up) in both locations.

The info from all the following applications is updated by default each time you sync your smartphone with your desktop software:

How each application syncs depends on your computer type and the desktop software you are using, as follows:

Computer/ application	What syncs and where
Windows/ Outlook	• Calendar, Contacts, Memos, and Tasks sync with Outlook. • Pics&Videos syncs with Palm Desktop software.
Windows/ Palm Desktop software	All applications sync with Palm Desktop.
Mac/ Palm Desktop software	All applications sync with Palm Desktop.

If you choose to use the VersaMail® application, you can also set it up to synchronize email on your smartphone with email on your computer. See the *User Guide for the VersaMail® Application* located on your Palm Software Installation CD.

For more sync options, including which apps sync, see Synchronizing information—advanced.

Problems synchronizing? See Synchronization for troubleshooting suggestions.

If you're finishing your initial setup, you now have the option to install bonus software. If you choose to install some of the bonus software, you need to sync again to install the software on your smartphone. You can also install bonus software later; see Installing applications.

For info on locating your pictures and videos on your computer, see Viewing pictures and videos on your computer.

Where's my info stored?

When you synchronize your smartphone, your info is stored on your computer in one of these locations:

Windows XP and earlier: Program Files > Palm > HotSync*Username*

Windows Vista: *Username* > Documents > Palm > HotSync*Username*

CHAPTER

3

Moving around on your Palm® Centro™ smartphone

Have you ever been to a new city and felt a bit lost until you figured out that the numbered streets run north/south and the avenues run east/west? Learning to move around on your smartphone is similar. Most applications on your smartphone use the same set of controls in the same way. So once you learn how to use these controls on your smartphone, you'll be driving all over town and you won't even need a map.

Benefits

- Find and open applications quickly
- Access extra features with menus
- Move around in applications with one hand, using the 5-way navigator
- Access many more characters and symbols than are displayed on the keyboard

In this chapter

Moving around the screen 29
Using the keyboard 33
Opening applications 37

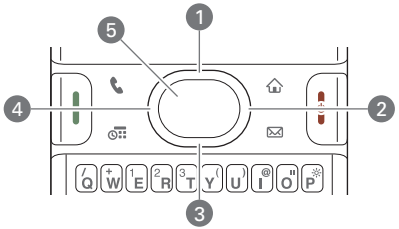
Moving around the screen

To move around the Palm® Centro™ screen, you can use the 5-way navigator for one-handed navigation, or you can tap items on the screen with the stylus. With use, you will find your own favorite way to scroll, highlight, and select menu items.

TIP Some third-party applications may not work with the 5-way navigator, and you must use the stylus instead.

DID YOU KNOW? In this guide, we use arrow icons to indicate directions on the 5-way. These are different from any onscreen arrows that you tap with your stylus or select with the 5-way to display pick lists.

The 5-way includes the following buttons:



1 Up ▲
2 Right ▶
3 Down ▼
4 Left ◀
5 Center ◯

Highlighting and selecting items

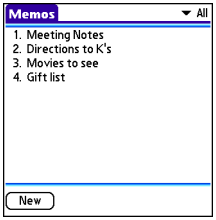
On most screens, one item—a button, a list entry, or a check box—is highlighted by default. The highlight identifies which item is affected by your next action. Use **Left** ◀, **Right** ▶, **Up** ▲, and **Down** ▼ on the 5-way to move the highlight from one item to another.

TIP If the item you want doesn't appear on the screen, try tapping the onscreen scroll arrows to view more info.

Learn to recognize the highlight. It can take two forms:

Border glow: When an entire screen, an onscreen button (such as Done, New, or OK), or a pick list is highlighted, a glow appears around its border. If an entire screen is highlighted, the glow appears at the top and bottom of the screen only.

TIP When a border appears at the top and bottom of a list screen, press **Center** on the **5-way** to highlight the first item in the list.



Colored background: When a phone number, text, an email address, a web link, or an item in a list is highlighted, the item is displayed as white text against a colored background. Examples of lists include the Contacts list, the Messaging Inbox, and the Tasks list.

After highlighting an item, you can select or activate it by pressing **Center** ⬭, or by tapping the item with the stylus.

TIP After you open an application (see Opening applications), experiment with using the 5-way to highlight various screen elements.

Highlighting text

You can use the stylus to highlight text on the screen.

- Tap and drag the stylus across the text you want to highlight.
- To highlight a word, double-tap it.
- To highlight a paragraph, triple-tap it.

Accessing command buttons

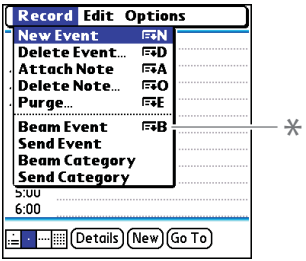
In most applications, command buttons such as New, OK, and Details appear at the bottom of the screen. In many cases, you can jump directly to these buttons instead of scrolling to them.

- From a list screen, such as the Memos list, press **Right** ▶ to jump to the first button.
- From a screen where you create or edit entries, such as Contact Edit, press **Center** ⬭ to jump to the first button.
- From a dialog box, such as Edit Categories, press **Up** ▲ or **Down** ▼ to scroll to the buttons.

Selecting menu items

Many applications have menus to give you access to additional features. These menus are usually hidden from view, but they appear when you press **Menu** ⌨. To get the most out of your smartphone, it's a good idea to familiarize yourself with the additional features available through the various application menus.

1 Press **Menu** ⌨ to display an application's menus.



* Menu shortcut

2 Press **Right** ▶ and **Left** ◀ to switch between menus.

3 Press **Up** ▲ and **Down** ▼ to highlight a menu item.

4 Press **Center** ⬭ to select the menu item, or press **Menu** ⌨ to close the menu and cancel your selection.

TIP Most menu items have menu shortcuts listed in the menu. To use a menu shortcut, press **Menu** plus the shortcut letter. You don't have to see the menu item to use the menu shortcut.

Selecting options in a pick list

A range of options is often presented in a type of menu called a pick list, which can be identified by a downward-pointing arrow. Pick lists are different from the application menus previously described. The application menus give you access to additional features, and pick lists let you select the contents for a particular field.

You can select items from a pick list with the 5-way or the stylus.

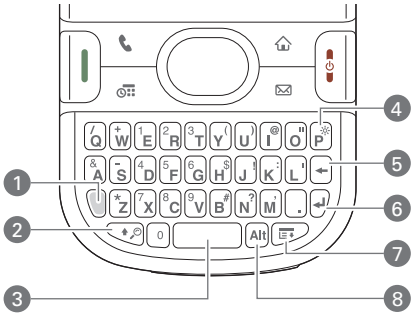
5-way: Use the **5-way** to highlight the pick list, and then press **Center** to display the items in the list.

- Press **Up** and **Down** to highlight the item you want.
- Press **Center** to select the highlighted item.
- To exit the pick list without making a selection, press **Left** or **Right**.

Stylus: Use your stylus to tap the pick list.

- Tap the item you want from the list.
- To exit the pick list without making a selection, tap outside the list.

Using the keyboard



1 Option
2 Shift/Find
3 Space
4 Backlight
5 Backspace
6 Return
7 Menu
8 Alt

TIP When using the keyboard, most people find it easiest to hold the smartphone with two hands and use the tips of both thumbs to press the keys.

DID YOU KNOW? Your smartphone includes a keyboard backlight that turns on and off when the screen turns on and off. The backlight also dims when an active call lasts longer than a specified period of time. See Optimizing power settings to adjust the automatic shut-off and dimming intervals.

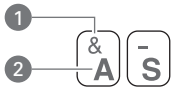
Entering lowercase and uppercase letters

- To enter lowercase letters, press the desired keys.
- To enter an uppercase letter, press **Shift/Find** and then press a letter key. You don't need to press and hold **Shift/Find** while entering a letter. When Shift is active, an up arrow appears in the lower-right corner of the screen.

- To turn Caps Lock on, press **Shift/Find** twice. To turn it off, press **Shift/Find** once. When Caps Lock is on, an underlined up arrow appears in the lower-right corner of the screen.

Entering numbers, punctuation, and symbols

Numbers, punctuation, and symbols appear above the letters on the keys.



1 Symbol
2 Letter

To enter these characters, do one of the following:

- Press **Option**, and then press the key with the desired character shown above the letter. You don't need to press and hold **Option** while pressing the second key. When Option is active, the symbol appears in the lower-right corner of the screen.
- To turn Option Lock on, press **Option** twice. To turn it off, press **Option** once. When Option Lock is on, the symbol appears in the lower-right corner of the screen.

DID YOU KNOW? Some application views automatically default to Option Lock, such as the Dial Pad view of the Phone application, or the Calculator. In this case, you do not need to press **Option** to enter numbers.

Entering other symbols and accented characters

Symbols and accented characters that do not appear on the keyboard are available when you use the Alt Alt key.

1. Enter the character that corresponds to the symbol or accented character you want. See the table on the next page.
2. Press **Alt** Alt.
3. Press **Up** ▲, **Down** ▼, **Right** ▶, or **Left** ◀ to highlight the desired character.
4. Press **Center** ⬭ to insert the character.

TIP The alternate characters are grouped by their similarity to the base key. For example, the alternate characters available for the e key are é, è, ë, and ê. To see a list of additional alternate characters, position the cursor at the beginning of the line or after a space, and then press Alt.

Symbols and accented characters

Enter…	Then press Alt to select…	Enter…	Then press Alt to select…	Enter…	Then press Alt to select…
a	á à ä â ã å æ	n	ñ	u	ú ù ü û
A	Á À Ä Â Ã Å Æ	N	Ñ	U	Ú Ù Ü Û
b or B	ß	o	ó ò ö ô œ õ	x or X	x ¤
c	ç ¢ ©	O	Ó Ò Ö Ô Œ Õ	y	ý ÿ
C	Ç ¢ ©	p or P	¶	Y	Ý Ÿ
e	é è ë ê	r or R	®	! (Shift + J)	¡
E	É È Ë Ê	s	ß š 🎗	? (Shift + N)	¿
i	í ì ï î	S	ß Š 🎗	: (Shift + K)	:-) :-(;-)
I	Í Ì Ï Î	t or T	™	$ (Shift + H)	€ £ ¥ ¢
l or L	£				

Press Alt by itself, after a space or at the beginning or end of a line, to select these characters:

; _ • \ % = ° ÷ € £ ¥ ¢ [ ] { } < > « » © ® ™ ~ ^ ø | 🎗

Opening applications

When you open an application, you automatically close the app you were previously using.

Using the quick buttons

The front of your smartphone has three quick buttons—Phone, Calendar, and Wireless Sync—that open applications. The fourth button opens Applications View (see Using Applications View), which opens a view showing the icons of the applications installed on your smartphone.

TIP You can customize the quick buttons yourself; see Reassigning buttons for details.

1 Phone
2 Calendar
3 Applications
4 Wireless Sync

Each quick button opens two applications:

- To turn on your smartphone and open a button's primary application, simply press the button.

Button	Primary app
	Phone
	Calendar
	Wireless Sync

- After you turn on your smartphone, open a button's secondary application by pressing **Option** and then pressing the quick button.

Buttons	Secondary app
+	Web
+	World Clock
+	Messaging

DID YOU KNOW? Pressing **Option + Menu** dims your smartphone screen.

Using Applications View

You can access all available applications through Applications View.

1. Press **Applications** .
2. Press **Center** on the 5-way to turn off **Keyguard** (see Locking your keyboard (Keyguard) for more info).
3. Use the **5-way** to highlight the application you want to use.
4. Press **Center** to open the selected application.

In Applications View, you can also do the following:

- Press **Applications** repeatedly to cycle through various categories of applications. See Applications settings for more info on categories.
- Enter the first few letters of the application's name to highlight it. For example, if you press **P**, it highlights Phone; if you then press **T**, it highlights pTunes. If you pause and then press **T**, it highlights **Tasks**, the first application that starts with **T.**
- Press **Option** + **Down** to scroll through Applications View one full screen at a time.

TIP You can press and hold **Applications** from any screen on your smartphone to select from a list of your most recently used applications.

4

Your phone

The Phone application is your home base for making and receiving calls and for storing info about the people you need to stay in touch with.

You can effectively manage multiple calls, such as swapping between calls, sending text messages to ignored calls, and creating conference calls with up to five callers. Your Palm® Centro™ smartphone helps you perform all these tasks with ease.

You can do more than manage your phone calls in the phone application. You can send text messages, open applications, go to your favorite web pages, see your upcoming appointments, and even find out how many unread email messages you have.

Benefits

- Stay in touch—you choose how
- Save time with shortcuts to your favorite info
- Have fun: add wallpaper and ringtones
- Use a hands-free device to make or receive calls without taking your hands off the steering wheel

In this chapter

Turning your smartphone on and off 41
Making calls 43
Receiving calls 47
Using voicemail 48
What can I do when I'm on a call? 50
Entering names and phone numbers 56
Defining favorite buttons 60
Using a hands-free device 63
Customizing phone settings 68
What are all those icons? 75

Turning your smartphone on and off

NOTE We use the term *phone* to describe the feature of your smartphone that lets you connect to the network to make and receive calls and transmit data.

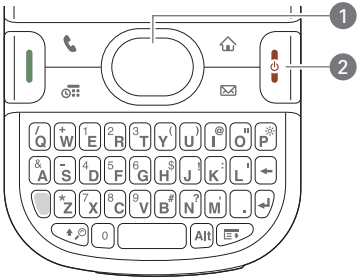
The phone and the screen of your smartphone can be turned on and off separately. You can wake up the screen to use just the organizer and media applications of your smartphone (such as Contacts, Calendar, Pocket Tunes™, and Pictures & Videos) without turning on the phone. Also, when the screen is turned off, the phone can be on and ready for you to receive and make calls.

Waking up the screen and turning it off

Wake up the screen and leave the phone turned off when you want to use only the organizer features of your smartphone—for example, when you're on a plane and want to look at your calendar.

1 Press and release **Power/End** to wake up the screen.

TIP You can also press any of the quick buttons or the **Applications** button to wake up your smartphone screen.



1 Center
2 Power/End

2 Press **Center** to turn off **Keyguard**. For more info about turning Keyguard on and off, see Locking your keyboard (Keyguard).

3 Press and release **Power/End** to turn off the screen and lock the keyboard.

TIP You can set how long the screen stays on. Press **Applications**, select **Preferences**, select **Power**, and then adjust the **Auto-off after** setting.

Turning your phone on and off

When your phone is on, it is connected to the network (provided you are in a coverage area) so that you can make and receive phone calls and use wireless services, such as email, messaging, and the web browser. During initial setup, your phone is automatically turned on, so you can use wireless services right away.

If you turn off your phone, you can still use the organizer features such as Calendar and Contacts, as well as the media features such as Pocket Tunes and Pictures & Videos. You might hear this referred to as *flight mode* because you must turn your phone off when you're on a plane.

1 Wake up the screen.

2 Press and hold **Power/End** to turn on your phone.

TIP If the Ringer switch is set to Sound On, you hear a series of tones when you turn your phone on and off (see Silencing sounds).

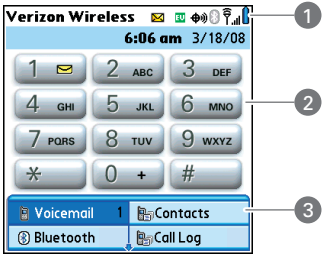
When your smartphone locates a signal (provided you are in a coverage area), **Verizon Wireless** and the **signal-strength** icon appear at the top of the screen. If you're outside a coverage area, **No Service** appears in the upper–left corner of the screen.

3 Press and hold **Power/End** again to turn off your phone.

When your phone is off, **Phone Off** and the phone-off icon appear at the top of the Phone application screen and your smartphone is not connected to any mobile network. You can still use the nonwireless features of your smartphone, such as Contacts, Calendar, Tasks, and Memos.

Opening the Phone application

- Press **Phone** to open the Phone application's Main View.



1 Status icons
2 Dial Pad
3 Favorite buttons

Making calls

There are several ways to make a call. Try them all to find out which way you like best.

Dialing using the onscreen Dial Pad

1 Press **Phone** .

2 Enter the phone number by tapping the onscreen Dial Pad with the stylus.

3 Tap **Dial** or press **Send** to make the call.

TIP If you swapped out the Dial Pad for wallpaper in the Phone application's Main View (see Customizing the Phone application's Main View), you can still access the Dial Pad. From the Phone application's Main View, press **Send**, and then select **Dial Pad**.

DID YOU KNOW? You can paste numbers directly into the Dial Pad. Copy a number from another application and press **Phone** to switch to the Dial Pad. Open the **Edit** menu and select **Paste**. Press **Send** to dial.

Dialing using the keyboard

1 Dialing using the keyboard

2 Press **Phone** .

3 Press the numbered keys to enter the phone number. (You don't need to press Option.)

4 Press **Send** to make the call.

TIP After you enter a phone number, you can also press **Center** on the 5-way to select whether to make a phone call or send a text message to that number.

Dialing by contact name

You need to have names and numbers in your contact list before you can make a call by contact name or phone number. You can add contacts directly into your smartphone (see Adding a contact), but the fastest way to enter lots of contacts is to enter them in your desktop software and then synchronize to transfer them to your smartphone (see Synchronizing information—the basics).

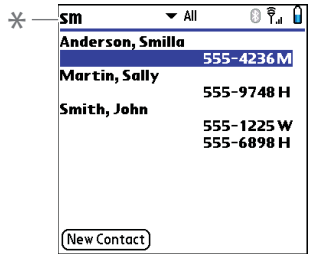
1 Press **Phone** .

2 Select the **Contacts** favorite button.

3 Using the keyboard, start entering one of the following for the contact you want to call:

- First name (JOH for John)
- Last name (SMI for Smith)
- First initial and last name (JSM for John Smith)
- First few letters of first and last name (SM AN for Smilla Anderson)

For example, entering SM would display Smilla Anderson, John Smith, and Sally Martin. Entering JSM finds only John Smith.



* Text appears here as you enter it

TIP To restart your search, press **Backspace** to delete letters you've entered. Or select **Cancel** to return to Main View.

4 Highlight the number you want to dial.

5 Press **Send** to make the call.

TIP To see more info for a contact, highlight the name and press **Center** on the 5-way to view the address, company, and other details.

DID YOU KNOW? If you want to be able to dial by entering a contact name in the Phone application's Main View (instead of a phone number), you can change a setting to do that (see Customizing phone settings).

Voice Dialing

You can use the Voice Dialing application to call people in your Contacts list by saying their name or number. If the person you are calling has more than one phone number, you can specify which number to call.

1 Press **Applications** .

2 Select **Voice Dial** .

A voice prompts you to "say a command."

3 Do one of the following:

To call a person in your contact list by saying their name: Say, "Call [name]," for example, "Call John Doe." To specify which one of a contact's numbers you want to call, say, "Call [name] Home," for example, "Call John Doe Home."

To call a number by saying the individual digits: Say, "Call [number]," for example, "Call 408-555-1234."

TIP For more information about what you can do with Voice Dialing, refer to the *Voice Dialing by Voice Signal User Guide*. The guide is available on the Palm Software Installation CD.

Dialing with a speed-dial favorite button

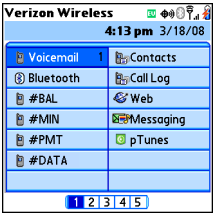
Your smartphone comes with a few predefined speed-dial favorite buttons, but you can also create your own favorites. See Creating a speed-dial favorite button.

1 Press **Phone** .

2 Press **Down** to access Favorites.

TIP Repeatedly press **Down** or **Right** on the 5-way to see all favorites.

3 Press **Send** or **Center** to make the call.



DID YOU KNOW? If you select a contact from your Contacts list when you create a speed-dial favorite, you can see all the numbers for that contact. Highlight that contact's **speed-dial** favorite button, and press **Space** on the keyboard.

Dialing from a web page or message

Your smartphone recognizes most phone numbers that appear on web pages or in text or email messages.

1. Select the phone number on the web page or in the message.
2. Press **Center** ◯ to open the Dial Number dialog box.
3. Select **Dial** to make the call.

TIP If you can't use the 5-way or stylus to highlight and dial a phone number on a web page or in a message, it means that your smartphone doesn't recognize the number as a phone number. You can still use the menus to copy and paste the number into the Dial Pad.

Redialing a recently called number

To dial the last number: From the Phone application's Main View, press and hold **Send** [|] to dial the last number you called.

To select from your most recently dialed numbers: From the Phone application's Main View, press **Send** [|] to open the Redial list, highlight the number you want to call, and then press **Send** [|] again to make the call.

To select from your call history list: Select the **Call Log** favorite button. You can also access your Call Log from the Phone application's Main View by pressing

Send and selecting **Call Log** from the Redial list.

DID YOU KNOW? You can send a text message from Contacts or your Call Log by highlighting a number, pressing **Center** on the 5-way, and then selecting **Message**.

Receiving calls

To receive calls, your phone must be on. This is different from having only the screen turned on (see Turning your phone on and off). When your phone is off, your calls go to voicemail.

DID YOU KNOW? If you are playing music on your smartphone and a call arrives, the music pauses automatically and resumes when you hang up or ignore the call.

TIP See a photo of the person calling you! Learn how to assign a caller ID photo in Assigning a caller ID photo.

To answer a call, do one of the following:

- Press **Send**.
- Select **Answer**.

NOTE Pressing **Phone** silences the ringer, but it does not answer the call.

To ignore a call, do one of the following:

Send the call to voicemail: Press **Power/End** or select **Ignore**.

Send the caller a text message: Select **Ignore with Text**. This option sends the call to voicemail and opens a text message addressed to the caller.

NOTE Sending text messages to land-line phones may not be supported.

To silence the phone while it is ringing, do one of the following:

- Press any key on your smartphone except Send, Power/End, or the 5-way.
- Slide the **Ringer switch** to **Sound Off** . This immediately silences all system sounds, including the ringer.

DID YOU KNOW? When you silence the ringer while it is ringing, you can either answer the call or let it ring through to voicemail.

Using voicemail

Your wireless service includes voicemail. Keep in mind that airtime and other charges may apply when you use voicemail from your phone.

Setting up voicemail

TIP If you can't connect to Verizon Wireless's voicemail system, contact Verizon Wireless for assistance:

Verizon Wireless customer service, billing, and technical support: 800-922-0204.

1. Press **Phone** .
2. Press and hold **1** to dial Verizon Wireless's automated voicemail system.
3. Follow the voice prompts to set up your voicemail.

Voicemail notification

When you have a new voicemail message, you are notified with an Alert dialog box.

- To dismiss the Alert dialog box, select **OK**.

TIP To permanently dismiss the reminder, tap the blinking bell icon that appears in the upper–left corner of the screen. This opens the Alert dialog box and lets you dismiss the alert. See Viewing and using the alerts.

- To play the message, select **Listen**.

When you have messages that you have not listened to, a **Voicemail** icon also appears in the title bar of the Phone application. You can also select this icon to listen to your voicemail.

Listening to voicemail messages

1. Press **Phone** [ ].
2. Press and hold **1** to dial the voicemail system.

TIP You can also select the **Voicemail** favorite button to dial the voicemail system.

3. Enter your voicemail password using the keyboard.

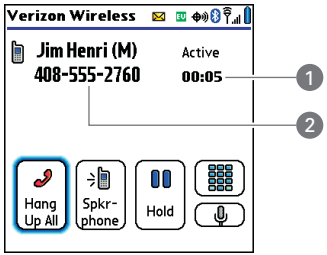
TIP You don't need to press Option to enter numbers, *, or # during a call.

NOTE If you defined **Extra Digits** for the Voicemail favorite button (see Editing a favorite button for details), you can select this button to enter your password.

TIP If the voicemail icon stays in the title bar after you listen to your messages, you can clear the voicemail icon. Open the **Options** menu, select **Phone Preferences**, and then select **Clear Voicemail** Icon.

What can I do when I'm on a call?

When you make or receive a call, Active Call View appears.



1 Call duration
2 Caller's name and number

TIP If the screen dims during a call, press any key except Send or Power/End to restore the screen brightness. Be careful not to press Power/End to restore the screen brightness, because this ends the call.

DID YOU KNOW? You can set how long the screen stays at full brightness during phone calls. See Optimizing power settings for details.

Use the **5-way** or the stylus to select the onscreen buttons. Here's what the buttons do:

Ends the call immediately. You can also press the headset button (if the headset is attached).

Turns on the speakerphone. When the speakerphone is on, you can take the smartphone away from your ear and use other features during a call. For example, you can check your calendar or look up contact info.

Turns off the speakerphone when it is on.

Replaces the Spkr-phone button when a Bluetooth® headset is attached. Select this button to transfer the call from the Bluetooth headset to the built-in earpiece.

Places the current call on hold.

Enables you to place another call while the first call is on hold. For information on handling a second incoming call, see Receiving a second call (call waiting).

Opens the Dial Pad so you can manually dial additional numbers, such as an extension or a response to a voice prompt.

Dials any extra digits (such as a password or an extension) that you assigned to a favorite button. This button replaces the Dial Pad button during outgoing calls to numbers that include predefined extra digits. See Defining favorite buttons for information on defining extra digits.

Mutes the microphone so that you cannot be heard.

TIP Do you accidentally press onscreen buttons when you're on a call? You can disable the screen's touch-sensitive feature during phone calls; see Locking your screen.

Remember: To manage an active call when the touchscreen is disabled, use the hardware buttons on your smartphone.

Ending a call

Do one of the following:

- Press **Power/End** .
- Select **Hang Up All**.
- Press the button on the headset (if the headset is attached).

Switching applications during a call

You can use your organizer apps and other applications while you're talking on the phone; so go ahead and check your calendar, or go to Memos and enter the driving directions your caller is giving you. You can even send text messages while you're on a call.

NOTE However, what you can't do is make a data connection while on a call. This means that you can't browse the web or

send or receive email or multimedia messages.

1 Do one of the following:
   - Select **Hold** to pause your conversation while you view the other application.
   - Select **Spkr-phone** to continue the conversation while you view the other application.
   - Connect a headset (see Using a hands-free device).
2 Press **Applications** [⌂].
3 Select the icon for the application you want to open.
4 Press **Phone** [✆] anytime to return to Active Call View.

DID YOU KNOW? You can also press **Phone** to toggle between Active Call View and Main View in the Phone app, so you can open a favorite by selecting its button.

Saving phone numbers

When you hang up a call with a number that is not in your Contacts list, you are prompted to add the number to your Contacts list.

TIP You can turn the Add New Number prompt on and off. In Contacts, open the **Options** menu, and select **Preferences**. To turn this option on, check the **Ask to add unknown phone numbers after calls** box. To turn this option off, uncheck this box.

- To create a new contact entry for this number, select **Create a New Contact**, and enter the contact's info.
- To add this number to an existing contact entry, select **Add to a Contact**.
- To decline adding this number, select **Cancel**.
- To disable the Add New Number prompt, check the **Don't ask me this again** box, and then select **Cancel**.

If you don't add a number right away, follow these steps to add it later.

1. In the Call Log (see Redialing a recently called number), highlight the number you want to save.
2. Press **Menu** (OK).
3. Select **Add Contact**.
4. Enter the information for the entry.
5. Select **Done**.

Making a second call

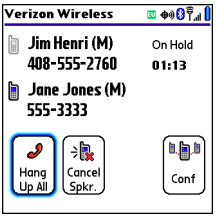
You can make a second call while your first call is still active. You can then switch between two independent conversations, or you can join several calls in a conference. See Making a conference call.

1. Dial the first number and wait until the person answers.
2. Select **Hold**.
3. Select **Add Call**.
4. Dial the second number.

NOTE To dial the second number, you can use any of the methods described in Making calls.

5. When the **Dial another call** prompt appears, select **Yes**.

When two calls are in progress, Active Call View includes two status lines, each representing one of the calls.



When the second call is an outgoing call, you can conference the two calls, but you cannot swap between them.

When the second call is an incoming call, you can swap between the two calls, but you cannot conference them.

When two calls are active and you press **Power/End**, you hang up both calls. If the second call is an outgoing call, you can return to the first call by waiting for the person on the second call to hang up. If you accidentally hang up both calls, your smartphone automatically dials the number that was on hold.

Receiving a second call (call waiting)

When you are on a call, you can receive a second call and have separate conversations with each caller. When the second call comes in, you hear a call waiting tone and the Call Waiting dialog box appears. You can do any of the following to handle the second call:

- To place the current call on hold and answer the new call, press **Send** or select **Answer**.
- To send the new call to voicemail, select **Ignore**.
- To send the new call to voicemail and send the caller a text message, select **Ignore with Text**.

NOTE Sending text messages to land-line phones may not be supported.

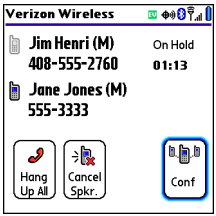
- To hang up the current call and answer the new call, press **Power/End**. When the incoming call message reappears, select **Answer** or press **Send**.

After you answer a second call, you can switch between the original call and the second call by selecting **Swap**.

Making a conference call

You can join a total of two other calls in a conference call, provided that your network and service plan include 3-way conferencing. Contact Verizon Wireless for more information. Additional charges may apply and minutes in your mobile account may be deducted for each call included in the conference call.

1. While the first call is active, make a second call.
2. Select **Conf**. This joins the two calls in a conference session.



3 To end the conference, press **Power/End** to end all the calls.

DID YOU KNOW? Pressing **Send** during a conference call usually hangs up the second call. However, depending on your network connection, you may instead hang up the first call.

Using Flash mode during a call

Flash mode enables you to manually manage your calls while one or more calls are active. This mode is often used during a conference call when one of the calls has ended but the other remains connected.

1 Press **Send** from Active Call View.

2 If the **Do you want to switch to Flash mode** prompt appears, select **Yes**.

3 While in Flash mode, do any of the following:

- If you have one call in progress and you answer an incoming second call, press **Send** to swap between the calls.
- If you have one call in progress, to make an outgoing second call, dial the number using any of the methods described in Making calls.
- If you have one call in progress and you make an outgoing second call, press **Send** after establishing a connection with the second party to set up a conference session using three-way calling.

- If you have two calls in conference, press **Send** to hang up one of the calls; you can then dial another number and connect the new caller to the conference session.

4 To exit Flash mode and end all the calls, press **Power/End**.

Forwarding all calls

You can forward all your calls to another telephone number.

Check with Verizon Wireless about the availability and pricing of forwarding calls to another phone; call forwarding is not available in all areas, and additional charges may apply.

BEFORE YOU BEGIN Ask Verizon Wireless for call forwarding codes. You need the codes if you want to enable and disable call forwarding.

1 Press **Phone**.
2 Enter the call–forwarding code, followed by the number where you want to forward your calls.
3 Press **Send** from Active Call View.
4 Call your smartphone to confirm that call forwarding is active.

When you're ready to turn off call forwarding, open the Phone application and enter the code to disable the call forwarding feature.

Entering names and phone numbers

Contacts is the application in which you enter information about the people with whom you want to stay in contact. You can get to this info from the Phone application (to dial phone numbers and create favorites), and from the Messaging and email applications (to send messages). When you create a contact, you can also assign a photo and ringtone ID to that contact so that you immediately know when they call you.

Adding a contact

1 Press **Phone** .

2 Select the **Contacts** favorite button.

> **TIP** You can also open Contacts from Applications View. Press **Applications** and select **Contacts**.

3 Select **New Contact**.

4 Use the **5-way** to move between fields as you enter info.

> **DID YOU KNOW?** If you add a symbol at the beginning of a contact's last name, such as #Smith, the contact appears at the top of your contact list.

5 Do any of the following:

Add a caller ID photo: Select the Picture box. (See Assigning a caller ID photo for more info.)

Add a caller ID ringtone: Select the **Ringtone** pick list. (See Assigning a caller ID ringtone for more info.)

Place the entry in a category or mark it private: Select **Details**. (See Working with private entries for more info.)

Add a note to an entry: Select **Note** .

Display additional fields for this contact: Select **Plus** .

6 (Optional) Many fields on the Contact Edit screen have arrows next to their names, indicating pick lists from which you can select a different name. For example, if you want to list a person's home phone number in the first field, highlight **Work**, press **Left** , and select **Home**.

7 After you enter all the information, select **Done**.

Viewing or changing contact information

1 In the **Contacts** list, begin entering one of the following for the contact you want to view or edit:

- First name (JOH for John)
- Last name (SMI for Smith)
- First initial and last name (JSM for John Smith)

2 Select the name of the entry you want to open.

3 Select **Edit**, make changes to the entry as necessary, and then select **Done**.

Getting directions to a contact's address

If you have a data plan, you can get directions to a contact's address from Google Maps.

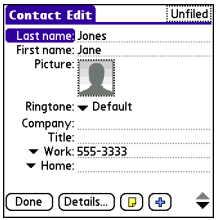
1 In the **Contacts** list, begin entering one of the following for the contact you want to map:
   - First name (JOH for John)
   - Last name (SMI for Smith)
   - First initial and last name (JSM for John Smith)
2 Select the name of the entry you want to open.
3 Select **Map** and wait for Google Maps to locate matching items.

DID YOU KNOW? If no address has been entered for the contact, the Map button does not appear.

   - Select an item, and select **To** to request directions to this location.
   - In the From location field, enter or select your starting location, and then select **OK**. When the route summary appears, select **OK** to view the first step in the directions.
   - Tap the **forward** and **back** buttons at the bottom of the screen to view the next or previous step in the directions.

Assigning a caller ID photo

1 Press **Phone** .
2 Select the **Contacts** favorite button.
3 Open the contact to whom you want to give a caller ID photo.
4 Select **Edit**.



5 Select the **Picture** box and do one of the following:

- Select **Camera** to take a photo and add it to this contact entry when you save the photo.
- Select **Photos** and select an existing photo that you want to assign to this contact.

6 Select **Done**.

DID YOU KNOW? If you assign pictures to your contacts in Microsoft Outlook (sold separately) or Palm® Desktop software and you install the desktop software from the Palm Software Installation CD, the pictures are automatically added to your contact entries on your smartphone when you sync. If you use third-party synchronization software, picture sync may not be supported. Check with the software vendor for information.

Assigning a caller ID ringtone

Caller ID ringtones can let you know who is calling before you even look at your smartphone. This is a great way to identify calls from important people in your life and to screen calls that you'd prefer not to answer.

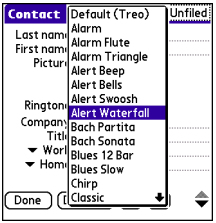
1 Press **Phone** .

2 Select the **Contacts** favorite button.

3 Open the contact to whom you want to give a caller ID ringtone.

4 Select **Edit**.

5 Select the **Ringtone** pick list and select a tone for this contact entry.



6 Select **OK**.

TIP You can assign a ringtone to an entire category of contacts. For example, use a special ringtone for categories such as Family, Work, or Golf Buddies. Select the **category** pick list in the upper-right corner and select **Edit Categories.** Select the category, and then select the ringtone on the Edit Category screen.

Deleting a contact

1. Open the contact you want to delete.
2. Press **Menu** .
3. Select **Delete Contact** from the **Record** menu, and then select **OK**.

Creating a business card for beaming

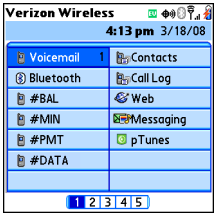
1. Create a new contact and enter your own business card info.
2. Open the contact entry containing your business card info.
3. Press **Menu** .
4. Select **Business Card** from the **Record** menu.

TIP After you define your business card, you can beam it to other Palm OS® devices. In any Phone view or the Contacts application, open the **Record** menu and select **Beam Business Card**.

Defining favorite buttons

Your smartphone provides 70 favorite buttons for quick access to the following common tasks:

- Dialing a phone number (speed-dial)
- Accessing your Call Log
- Accessing the onscreen Dial Pad
- Opening an application
- Accessing a web page
- Addressing a message (text or email)
- Accessing voicemail (preset on your smartphone)



DID YOU KNOW? You can assign a special ringtone for a contact. See Assigning a caller ID ringtone for details.

Creating a speed-dial favorite button

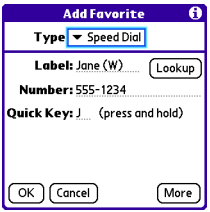
1 Press **Phone** .

2 Use the **5-way** to select a blank favorite button.

TIP If there are no blank buttons on the current Favorites page, press **Right** on the 5-way to scroll through the other pages. If all your favorites are full, you can delete a favorite to make room for a new one (see Deleting a favorite button).

3 Enter a label for the favorite:

- If the entry is for an existing contact, select **Lookup**. Start entering the last name of the contact, and select the contact when it appears in the lookup list.
- If the entry is for a new contact, enter the label, press **Down** ▼, and enter the number.



4 (Optional) Enter a Quick Key, which you can press and hold from the Phone application to instantly dial this speed-dial number. (The Quick Key works only from the Main View of the phone application.)

5 (Optional) Select More, and then select advanced options:

Extra Digits: Defines additional digits to dial, such as a password or extension. To enter a one-second pause, insert a comma between digits. To add a longer pause, enter more commas.

Dial Extra Digits Automatically: Dials predefined extra digits immediately after dialing the phone number, when checked.

6 Select **OK**.

Creating other types of favorite buttons

1 Press **Phone** .

2 Use the **5-way** to access Favorites.

3 Select a blank button.

4 Select the **Types** pick list and select **Call Log**, **Dial Pad**, **Application**, **Message**, **Email**, or **Web Link**.

5 Enter a label for the favorite and enter any other necessary information on the screen.

6 (Optional) Enter a **Quick Key**, which you can press and hold to open the favorite from the Phone application. (The Quick Key works only from the Main View of the phone application.)

7 Select **OK**.

DID YOU KNOW? When creating a Message or Email favorite, you can enter multiple addresses; simply separate each address with a comma. This is an easy way to send messages to a group of people.

Editing a favorite button

1 Press **Phone** .

2 Use the **5-way** to access Favorites.

3 Highlight the favorite button you want to edit.

4 Press **Menu** .

5 Select **Edit Favorites Button** on the **Record** menu.

6 Make the desired changes. For example, you can add a Quick Key, which you can press and hold to instantly open the favorite from the Phone application. (The Quick Key works only from the Main View of the phone application.)

7 Select **OK**.

TIP You can also organize your buttons on various Favorites pages. Open the **Record** menu and select **Edit Favorites Pages**. Drag and drop the buttons into a new slot. To move a favorite to another page, drag the button onto the page icon at the bottom of the screen.

Deleting a favorite button

1 Press **Phone** .
2 Use the **5-way** to access Favorites.
3 Highlight the favorite button you want to delete.
4 Press **Menu** .
5 Select **Edit Favorites Button** on the **Record** menu.
6 Select **Delete**.
7 Select **OK**.

Using a hands-free device

If you need to use your phone while driving and this is safe and permitted in your area, use a phone headset or car kit (sold separately) for hands-free operation. Using a hands-free device also makes it easy to check your calendar, look up contact info, take notes, and use other features during a call. You can also listen to stereo music or audio on your stereo headset or car speakers.

Your smartphone is compatible with the following types of hands-free devices that are sold separately:

- Most wired headsets and car kits with a 2.5mm connector (3-pin or 4-pin)
- Wireless headsets and car kits enabled with Bluetooth® 1.1 or 1.2 wireless technology

TIP The headset designed for a Treo® smartphone 180/270/300 is not compatible with your Centro smartphone.

Check the specifications for your hands-free device to confirm compatibility. When in doubt, ask the manufacturer if the product is compatible with your smartphone. To view a list of compatible Bluetooth hands-free devices, go to palm.com/centroverizon-support

TIP To listen to music in stereo, you can purchase the Palm® 2-in-1 Stereo Headset. If you want to use a stereo headset with a 3.5mm connector, you need to purchase a stereo adapter. Visit palm.com/centroverizon-support for more info on audio accessories.

Connecting to a Bluetooth® hands-free device

KEY TERM **Partnership** Two devices—for example, your smartphone and a hands-free device—that can connect because each device finds the same passkey on the other device. Once you form a partnership with a device, you don't need to enter a passkey to connect with that device again. Partnership is also known as paired relationship, pairing, trusted device, and trusted pair.

Once you set up a partnership with a Bluetooth hands-free device, you can communicate with that device whenever it is turned on and within range. Bluetooth range is up to 30 feet (10 meters) in optimum environmental conditions. Performance and range may be reduced by physical obstacles, radio interference from nearby electronic equipment, and other factors.

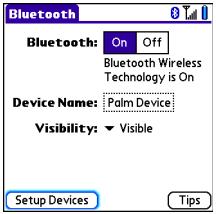
TIP If you hear a headset buzz or experience poor microphone performance, your headset may be incompatible with your smartphone.

BEFORE YOU BEGIN Prepare your hands-free device to accept a Bluetooth connection. See the documentation that came with your hands-free device for instructions.

1 Press **Applications** and select **Bluetooth** or tap the **Bluetooth** icon in the title bar.

2 Select **Bluetooth On**.

NOTE The Bluetooth icon changes from gray to blue to let you know that Bluetooth technology is turned on.



3 (Optional) Enter a device name that identifies your smartphone when it is discovered by other Bluetooth devices.

NOTE Use the same device name for all your Bluetooth connections. If you change the device name, you need to re-create any partnerships you have already created.

4 Select **Setup Devices**.

5 Select **Hands-free Setup**.

6 Follow the onscreen instructions to create a partnership with the specific hands-free device. When prompted, enter a passkey.

IMPORTANT Some hands-free devices have a predefined passkey. If your device has a predefined passkey, you can find it in the documentation for that device. Other devices provide a screen where you enter a passkey that you make up. In either case, you must use the same passkey on both your smartphone and your hands-free

device. We recommend that, where possible, you make up a passkey of 16 alphanumeric characters (letters and numerals only) to improve the security of your smartphone. The longer the passkey, the more difficult it is for the passkey to be deciphered.

7 After you finish setting up the device, select **Done** to return to Trusted Devices View.

NOTE For some car kits, you need to initiate a Bluetooth connection from your smartphone to complete the partnership process. To do this, highlight the car kit in Trusted Devices View, press **Menu**, and then select **Connect**.

8 (Optional) Enable advanced hands-free features by pressing the **multifunction** button (MFB) on the hands-free device.

You can tell that the connection is successful when you see a light-blue headset icon in the title bar of the Main View on your smartphone's Phone application. You can now use your smartphone with the Bluetooth hands-free device.

Using a Bluetooth hands-free device

After you create a partnership with your Bluetooth hands-free device and you turn it on within range (up to 30 feet or 10 meters), your smartphone automatically routes all calls to the hands-free device instead of to the earpiece on your smartphone. When a call comes in, your smartphone rings and the hands-free device beeps. Even if you answer the call on your smartphone, the call goes to the hands-free device. If you prefer to route calls to the earpiece on your smartphone, you can change the settings on your smartphone to do this; see Customizing advanced settings for your hands-free device for details.

TIP If you're using a Bluetooth hands-free device and you want to return to the earpiece or a wired headset during a call, select **Cancel Bluetooth** in Active Call View. To return the call to the hands-free device, open the **Options** menu and select **Connect Bluetooth**.

The features of your hands-free device vary by model. Check the documentation for your hands-free device for details about

these features. Your smartphone can support the following actions, provided that your hands-free device also supports them:

- Dial a call.
- Answer an incoming call.
- Hang up a call and answer a call-waiting call.
- Place a call on hold and answer a call-waiting call.
- Hang up a single call.
- Transfer an outgoing call from the earpiece on your smartphone to the hands-free device.
- Ignore an incoming call.
- Redial the last number you called from the hands-free device.
- View a log of recently received, missed, and dialed calls, and dial numbers for these calls directly from the hands-free device.
- Transfer speed-dial favorites and Contacts entries containing phone numbers from your smartphone to the hands-free device phone book, up to the maximum number of entries allowed in your hands-free device's phone book.

TIP Your smartphone transfers speed-dial favorites first, and then contacts in alphabetical order up to the maximum number of entries allowed in your hands-free device's phone book. So if you have important numbers that you want to show up in your hands-free device's phone book, be sure to create speed-dial favorites for them before you transfer the numbers.

TIP If you have more than one Bluetooth hands-free device, the last one you connected to becomes the active device. To switch between devices, turn off the active device before you try to connect to the other device.

Customizing advanced settings for your hands-free device

You can set whether your hands-free device automatically answers calls, provided the device supports this feature.

1. Press **Applications** and select **Prefs**.
2. Select **Hands-free**.

3 Do one of the following:

To send all calls to your hands-free device: Check the **Always route calls to handsfree** box. Select the **Auto answer** pick list and select whether you want your hands-free device to automatically answer incoming calls and how quickly it answers.

To choose between the earpiece on your smartphone and your hands-free device on a call-by-call basis: Uncheck the **Always route calls to handsfree** box. When the phone rings, you can answer the call with your hands-free device by pressing the multifunction button on your hands-free device, or you can answer the call with the earpiece on your Centro smartphone by using the controls on your smartphone (see Receiving calls).

4 Select **Done**.

Customizing phone settings

DID YOU KNOW? You can download any compatible ringtone directly to your smartphone (see Downloading files from a web page). You can also download ringtones to your computer and then email them to your smartphone.

Customizing the Phone application's Main View

Phone Display Options let you customize the appearance and entry mode of the Phone application's Main View.

1 Press **Phone** .

2 Press **Menu** .

3 Select **Options** and then select **Phone Display Options**.

4 Set any of the following options:

Show: Sets whether the Dial Pad or wallpaper appears. If you select Show Wallpaper, select the thumbnail image

and then select an image to use as wallpaper.

TIP If you select the Show Wallpaper option, you can still access the Dial Pad. From the Phone application's Main View, press **Send** to open the Redial list, and then select **Dial Pad**.

Typing: Sets whether typing while viewing the Dial Pad calls the numbers you enter, or starts a contact search.

TIP If you select the **Typing starts contacts search** option, you can still dial numbers by pressing **Option** before entering the first number.

Show Calendar event: Sets whether the current event from the Calendar application appears. When this option is enabled, you can then select this event to jump to the Calendar application.

Show Favorite buttons: Sets whether Favorites appear.

Rows: Sets the number of favorite button rows that appear.

5 Select **OK**.

Selecting ringtones

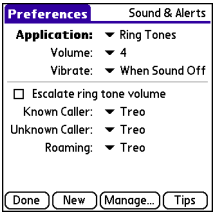
You can set various tones for various types of incoming calls.

1 Press **Phone** .

2 Press **Menu** .

3 Select **Options**, and then select **Sound Preferences**.

4 Select the **Application** pick list and select **Ring Tones**.



5 Select the **Volume** pick list and select the volume level.

6 Select the **Vibrate** pick list and select when you want your smartphone to vibrate for an incoming call.

7 (Optional) Uncheck the **Escalate ring tone volume** box if you do not want the ring to play softly and then increase to full volume the longer it rings.

8 Select a ringtone from the pick list to identify each of the following:

Known Caller: An incoming call from someone in your Contacts or Favorites.

Unknown Caller: An incoming call from someone identified by caller ID who is not in your Contacts or Favorites. This includes callers who have blocked their caller ID.

9 Select **Done**.

DID YOU KNOW? You can assign a ringtone to a contact or to an entire category of contacts; see Assigning a caller ID ringtone.

Creating and managing ringtones

You can also record sounds and use them as ringtones.

1 Press **Phone** .

2 Press **Menu** .

3 Select **Options** and then select **Sound Preferences**.

4 Select **Manage**.

5 Do one of the following:

- To record a sound, select **New**.
- To play a sound, select it with the **5-way** .
- To delete a sound, highlight it and press **Backspace** .
- To send a sound, highlight it and select **Send**.

6 Select **Done** twice.

TIP You can also create a new sound by selecting **New** in Sound & Alerts Preferences.

Selecting Phone alert tones

You can set various tones for various types of alerts.

1 Press **Phone** .

2 Press **Menu** .

3 Select **Options** and then select **Sound Preferences**.

4 Select the **Application** pick list and select **Phone Alerts**.

5 Select the **Volume** pick list and select the volume level.

6 Select the **Vibrate** pick list and select when you want your smartphone to vibrate for a phone alert.

7 Select an alert tone from the pick list for each of the following:

Voicemail Alert: Plays when you have new voicemail.

Coverage in/out: Plays when you move into or out of a coverage area.

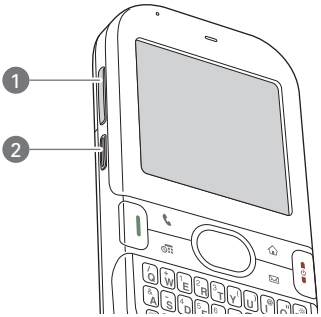
Signal faded: Plays when the network signal loses strength or disappears and a call gets dropped.

8 Select **Done**.

Adjusting the call volume

While a call is in progress, press the Volume button on the side of your smartphone to adjust the call volume.

- To increase the volume, press the upper half of the **Volume** button.
- To decrease the volume, press the lower half of the **Volume** button.
- Press the **Side** button to confirm your volume choice.



1 Volume button
2 Side button

Adjusting ringer volume

When a call is not in progress and music is not playing, press the **Volume** button on the side of your smartphone to adjust the ringer volume, and then press the **Side** button to confirm your selection.

Setting your dialing preferences

Dialing preferences let you assign a prefix to your phone numbers. For example, you can automatically dial a 1 before all 10-digit phone numbers. You can add a different prefix based on the length of the phone number.

1. Press **Phone** .
2. Press **Menu** .
3. Select **Options** and then select **Dial Preferences**.
4. Set any of the following options:

   Dialing from North America: Formats phone numbers using North American conventions (XXX-XXX-XXXX).

   Always dial +1 in front of the area code: Adds a +1 in front of 10-digit phone numbers. This option is available only when Dialing from North America is enabled.

   International Prefix: Replaces the **+** sign in front of International phone numbers with the specified number.

   To 7 digit numbers: Adds a prefix to 7-digit numbers. For example, enter your own area code to automatically add your area code when you dial local numbers.

   To (6), (5), (4), digit numbers: Adds a prefix to numbers that are only six, five, or four numerals long. For example, if all the phone numbers in your office have the 408 area code and a 555 exchange, followed by a 4-digit extension, select **4** and enter the prefix 408555. To call a colleague, simply dial your colleague's 4-digit extension; your smartphone automatically dials the rest and makes the call. You can also create contact entries with just the extension number and then dial the number from your Contacts list.
5. Select **OK**.

Choosing your privacy settings

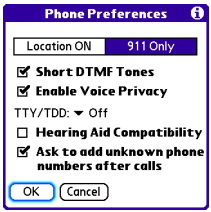
To maintain privacy, you can encrypt conversations when you place or receive calls, provided that this feature is supported by the Verizon Wireless network. You can also choose whether your longitude and latitude position are available to the network and third-party applications at all times or only during an emergency call.

1 Press **Phone** .

2 Press **Menu** .

3 Select **Options** and then select **Phone Preferences**.

4 Check the **Enable Voice Privacy** box (voice conversations will be encrypted).



5 Select one of the following:

Location ON: The network always knows the latitude and longitude of your position in order to provide location–specific services.

911 Only: The latitude and longitude of your position are available only to emergency services.

6 Select **OK**.

When Voice Privacy is enabled, a voice privacy icon appears in Active Call View. The voice privacy icon does not appear when a call is not in progress or if Voice Privacy service is not available in your area.

When Location ON is selected, the location icon with radiating waves appears in Applications View. When 911 Only is selected, the radiating waves disappear from the location icon.

Enabling TTY

TTY (also known as a TDD or Text Telephone) is a telecommunications device that enables you to communicate by telephone if you are deaf, are hard of

hearing, or have speech or language disabilities.

Your device is compatible with select TTY devices. You can connect a TTY/TDD machine to your device through the headset jack while this mode is enabled. Please check with the manufacturer of your TTY device for connectivity information and to ensure that the TTY device supports digital wireless transmission.

1. Press **Phone**.
2. Press **Menu**.
3. Select **Options** and then select **Phone Preferences**.
4. Select the **TTY/TDD** pick list and select one of the following settings:

   TTY Full: Sends and receives text.

   TTY + Talk: Sends voice and receives text.

   TTY + Hear: Sends text and receives voice.

   Off: Sends and receives voice.
5. **Select OK**. A red **TTY** icon appears in the title bar of the Phone application whenever TTY is enabled.

Turning on the HAC Setting

CAUTION Do not turn on the Hearing Aid Compatibility setting unless you use a hearing aid with a telecoil. Using this setting without a hearing aid or with a hearing aid without a telecoil may be harmful to your hearing.

When the Hearing Aid Compatibility (HAC) setting is on, your smartphone sends the audio from your phone calls to the telecoil rather than to the microphone of your hearing aid. You are likely to hear calls much better because volume is increased and background noise and feedback are diminished. The HAC setting improves only the calls you listen to through the earpiece. It does not affect calls heard on the speakerphone or with a car kit or headset. HAC requires extra battery power, so watch your battery consumption when it's turned on.

1. Press **Phone**.
2. Press **Menu**.
3. Select **Options** and then select **Phone Preferences**.

4 Check the **Hearing Aid Compatibility** box.

5 Select **OK**.

What are all those icons?

You can monitor the status of several items using icons in the title bar in the Phone application:

Verizon Wireless Your phone is on and you are in a Verizon Wireless coverage area. If you are outside a coverage area, **No Service**, **Extended Network**, or **Roaming** appears instead. No Service means that there is no coverage at all, and Roaming means that another wireless service provider's network is available. When you turn off your phone, **Phone Off** appears.

You are outside a Verizon Wireless coverage area and are roaming on another wireless service provider's network. This icon appears in addition to the word **Roaming**. The icon may flash if the provider is not on the Verizon Wireless preferred roaming list.

Your phone is on. The bars display the signal strength. The stronger the signal, the more bars that appear. If you are outside a coverage area, no bars appear.

Your phone is off.

You are in an area that supports NationalAccess (1xRTT) data services.

You are in an area that supports BroadbandAccess (EVDO) data services.

Your phone is on and is connected to a 1xRTT network, but you are not actively transmitting data. You can still make and answer calls.

Your phone is on and is connected to an EVDO network, but you are not actively transmitting data. You can still make and answer calls.

Your phone is on and a 1xRTT data connection is active. You can still make calls, but you cannot answer calls (incoming calls go to voicemail). When you make a call the data transmission is automatically interrupted.

Your phone is on and an EVDO data connection is active. You can still make or answer calls. When you make or answer a call, the data transmission is automatically interrupted, and then it resumes when you end the call.

You have new voicemail messages. You can select this icon to retrieve your messages.

You have a new alert, such as a Calendar alarm or a new text message. To view the alert, press and hold **Center** ⬭ or select the icon. See Viewing and using the alerts.

TTY/TDD Mode is active. Use this mode to communicate by telephone if you are deaf or hard of hearing or if you have speech or language disabilities.

Voice Privacy is enabled, you are in a service area that supports this feature, and a call is in progress. When this feature is active, voice calls are encrypted for added privacy.

The Location setting is on and your longitude and latitude position are available to the network and third-party applications. When you select the **911 Only** setting, the radiating waves disappear from this icon and your location is available only during emergency calls.

The Bluetooth® wireless technology icon appears in gray when this feature is off, in blue when this feature is on, and in white with a blue "B" when your smartphone is communicating with another Bluetooth device.

This icon replaces the Bluetooth icon when your smartphone is connected to a Bluetooth headset or car kit. This icon appears in dark blue when a call is in progress and in light blue when a call is not in progress.

This icon replaces the Bluetooth icon when a dial-up networking connection using Bluetooth wireless technology is active (see Accessing the Internet using a Bluetooth DUN connection for details).

Your battery is partially drained. When the battery drains to 20 percent of its capacity, the icon changes from blue to red. At 10 percent of its capacity, you begin to receive warning messages, and at 5 percent of its capacity, the smartphone beeps (if the Ringer switch is set to Sound On) and the icon changes from red to clear.

Your battery is being charged. The lightning bolt turns from red to green when the battery is fully charged and your smartphone remains connected to the charger.

Your battery is fully charged and your smartphone is not connected to the charger.

You have new text or multimedia messages. The numbers next to the icon indicate the number of unread messages in your Inbox. You can select this icon to retrieve your messages.

Displays the current (or next) event from the Calendar application. If you have an event conflict during the current time period, a red bar appears next to the event description. To jump to the current event in the Calendar application, select the Calendar status line (see Displaying your calendar for details).

CHAPTER

5

Your email and other messages

You already know how efficient email and messaging are for staying in touch. Now your Palm® Centro™ smartphone brings you a new level of convenience: email on the go. Enjoy the ease and speed of communicating with friends, family, and colleagues anywhere you can access the Verizon Wireless data network. You can send and receive attachments as well. And keep the Messaging app in mind for when you need to send a short text message to a mobile phone number—especially handy when you're in a meeting that's running late.

Benefits

- Access email on the go
- Send and receive photos, sound files, Word and Excel files, and more
- Save messages from your computer to view at a convenient time

In this chapter

Email on your smartphone 81
The Wireless Sync application 81
Messaging 88

Email on your smartphone

Your smartphone includes the Wireless Sync email application. You can also access web-based email, like Yahoo! Mail or Hotmail, from the web browser on your smartphone.

If you want to use the VersaMail® application for email, you must first install it on your smartphone. See the User Guide for the VersaMail® Application for instructions on how to install and use the app. The guide and app are both available through the My Centro bonus software.

BEFORE YOU BEGIN You must activate data services on your Verizon Wireless account before you can use email on your smartphone.

KEY TERM **Email provider** The service you use to send and receive email. Your email provider's name appears between the @ symbol and the dot in your email address. Gmail, for example, is an email provider; so are AOL and Earthlink.

KEY TERM **Email application** It's not an email provider, but an application on your smartphone, that gives you a way to view and manage email. An email application like VersaMail just transfers messages from an account that you have already set up with a provider.

The Wireless Sync application

You can use Wireless Sync to sync both your personal and corporate email. For some corporate email accounts, Wireless Sync also enables you to sync contact and calendar information to your smartphone.

The sections that follow cover how to enter your email account settings in the Wireless Sync application. To use the Wireless Sync application, you must subscribe to the Wireless Sync feature from Verizon Wireless (additional charges may apply).

Where can I learn how to use Wireless Sync?

To get more info on Wireless Sync and to learn how to send and receive mail, see the documentation at the following location: www.wirelesssync.vzw.com.

How do I get started?

1. If you are setting up a personal email account, or if your corporate email account does not use a Microsoft Exchange server or a Domino server, gather the following info and then follow the steps in Setting up Wireless Sync to work with Internet email.
   - Wireless Sync password (if you have one)
   - Mobile phone number
   - Email address and password
   - Incoming mail server name
   - Incoming mail server port number
   - Mail protocol: POP or IMAP
2. If your corporate email account uses a Microsoft Exchange server or a Domino server, gather the following info and then follow the steps in Setting up Wireless Sync to work with corporate email.
   - Wireless Sync password (if you have one)
   - Mobile phone number
   - Email address and password
3. If your corporate email account uses a Wireless Sync server, gather the following info and then follow the steps in Setting up Wireless Sync to work with a corporate Wireless Sync server.
   - The URL for the Wireless Sync server
   - Your corporate login and password

DID YOU KNOW? Depending on your service agreement and rate plan, data fees may apply when you download the Wireless Sync software.

Setting up Wireless Sync to work with Internet email

In the Wireless Sync application, all personal email accounts, such as Earthlink, AOL, or Yahoo! Mail Plus, are considered Internet email accounts. In addition, any corporate email account that does not use a Microsoft Exchange or Domino server is referred to as an Internet email account.

1. Press **Wireless Sync** .
2. Select **Start** to download the Wireless Sync software to your smartphone. (The download takes a few minutes.)
3. When asked if your company has a sync server, leave the box unchecked, and then select **Next**.
4. Select **Yes**, **No**, or **Forgot** to indicate whether you have a Wireless Sync password. If you select No, your smartphone's web browser opens and you are taken through a series of steps to create an account. If you select Forgot, Verizon Wireless sends a temporary password to your smartphone.
5. Set the following Account Setup info, and then select **Next**:

   Mobile number: Enter your smartphone's phone number, if it is not already filled in.

   Password: Enter the password for your Wireless Sync account.

   Read Terms & Conditions: Select this option to read about your Wireless Sync account.

   I agree to the terms & conditions: Check the box to indicate that you agree to the terms and conditions. You cannot continue unless you check this box.

NOTE You are prompted to scribble on the screen to create a random number for encryption.

6. Set the following Account Setup info, and then select **Next**:

   Confirm home time zone: Select the pick list and select the time zone where you live.

   Enable weather info for my ZIP code: Enter the ZIP code where you live, if you want to receive local weather reports.
7. Select **OK** to continue.

8 Set the following Email Setup info, and then select **Next**:

Set up Internet email: Select this setting to set up Wireless Sync to work with your existing Internet email account.

Email Address: Enter the email address you want Wireless Sync to access.

Password: Enter the password you use to access this email address.

9 If Wireless Sync recognizes your mail settings, the first sync begins and you have completed the setup process. If Wireless Sync does not recognize your mail settings, enter the following information and then select **Next**:

Server name: Enter the name of your incoming mail server, such as mail.myisp.com.

Port: Enter the port number for your incoming mail server, such as 110 (POP) or 143 (IMAP).

POP: If you are connecting to a POP server, check the POP box. If you are connecting to an IMAP server, leave this box empty. If you are not sure which type of server you're connecting to, contact your email provider.

Leave messages on server: Check this box if you want to leave a copy of your messages on the mail server after you download them to your smartphone. If you want to delete the messages from your mail server after downloading them to your smartphone, leave this box empty.

10 When the Congratulations message appears, select **Done**.

11 During the first sync you are prompted to select one of the following:

Refresh: Replaces Calendar and Contacts on your smartphone with information on the server. (Not recommended for POP and IMAP users.)

Merge: Merges items on your smartphone with items on the server.

The first sync can take several minutes; once it's complete, Wireless Sync is ready to keep you up-to-date.

> **TIP** The Wireless Sync and VersaMail applications require the correct protocol, server, and security settings to send and receive email. Your email provider can easily provide these settings.

Setting up Wireless Sync to work with corporate email

If your company uses a Microsoft Exchange server or a Domino server, follow these steps to set up your email account settings in the Wireless Sync application. If your company uses a different type of mail server, see Setting up Wireless Sync to work with Internet email or Setting up Wireless Sync to work with a corporate Wireless Sync server for instructions.

1. Press **Wireless Sync** ✉.
2. Select **Start** to download the Wireless Sync software to your smartphone. (The download takes a few minutes.)
3. When asked if your company has a sync server, leave the box unchecked, and then select **Next**.
4. Select **Yes**, **No**, or **Forgot** to indicate whether you have a Wireless Sync password. If you select No, your smartphone's web browser opens and you are taken through a series of steps to create an account. If you select Forgot, Verizon Wireless sends a temporary password to your smartphone.
5. Set the following Account Setup info, and then select **Next**:

   Mobile number: Enter your smartphone's phone number, if it is not already filled in.

   Password: Enter the password for your Wireless Sync account.

   Read Terms & Conditions: Select this option to read about your Wireless Sync account.

   I agree to the terms & conditions: Check the box to indicate that you agree to the terms and conditions. You cannot continue unless you check this box.

NOTE You are prompted to scribble on the screen to create a random number for encryption.

6 Set the following Account Setup info, and then select **Next**:

Confirm home time zone: Select the pick list and select the time zone where you live.

Enable weather info for my ZIP code: Enter the ZIP code where you live, if you want to receive local weather reports.

7 Set the following Email Setup info, and then select **Next**:

Set up Exchange or Domino email: Select this setting to set up Wireless Sync to work with your corporate email account.

Email Address: Enter the email address you want Wireless Sync to access. For example, if you want Wireless Sync to access your work email, enter the email address you use at work, such as jane.doe@anycorp.com.

8 When the Congratulations message appears, select **Done**.

9 On your computer, go to www.wirelesssync.vzw.com/monitor to install the software that lets Wireless Sync work with your server.

10 During the first sync you are prompted to select one of the following:

Refresh: Replaces Calendar and Contacts on your smartphone with information on the server. (Not recommended for POP and IMAP users.)

Merge: Merges items on your smartphone with items on the server.

The first sync can take several minutes; once it's complete, Wireless Sync is ready to keep you up-to-date.

Setting up Wireless Sync to work with a corporate Wireless Sync server

If your company uses a Wireless Sync server, follow these steps to set up your email account settings in the Wireless Sync application.

1 Press **Wireless Sync** ✉.

2 Select **Start** to download the Wireless Sync software to your smartphone. (The download takes a few minutes.)

3 When asked if your company has a sync server, check the box, and then select **Next**.

4 Enter the URL for your company's Wireless Sync server, and then select Next.

5 Select **Yes** or **No** to indicate whether you have a Wireless Sync password. If you select No, your smartphone's web browser opens and you are taken through a series of steps to create an account.

6 Set the following Account Setup info, and then select **Next**:

Mobile number: Enter your smartphone's phone number, if it is not already filled in.

Password: Enter the password for your Wireless Sync account.

Read Terms & Conditions: Select this option to read about your Wireless Sync account.

I agree to the terms & conditions: Check the box to indicate that you agree to the terms and conditions. You cannot continue unless you check this box.

7 Set the following Account Setup info, and then select **Next**:

Confirm home time zone: Select the pick list and select the time zone where you live.

Enable weather info for my ZIP code: Enter the ZIP code where you live, if you want to receive local weather reports.

8 When the Congratulations message appears, select **Done**.

9 During the first sync you are prompted to select one of the following:

Refresh: Replaces Calendar and Contacts on your smartphone with information on the server.

Merge: Merges items on your smartphone with items on the server.

The first sync can take several minutes; once it's complete, Wireless Sync is ready to keep you up-to-date.

Messaging

When your phone is on, icons appear in the title bar of the Phone application's Main View to indicate whether data services are available. Look for either the **1xRTT** 1x or **EVDO** EV icon in the title bar of the Phone application's Main View. See What are all those icons? for more information. If you do not see either of these icons, data services are not available in your current location and you cannot exchange multimedia messages.

You can use the Messaging application to exchange brief text messages (SMS) and multimedia messages (MMS) with other devices and email addresses that support these forms of messaging. Before you use your smartphone to send or receive messages, refer to your service plan for pricing and availability of messaging services.

DID YOU KNOW? You can address messages to multiple recipients by separating the addresses with a comma. If you address a single message to three people, you are billed for three messages.

Creating and sending a text message

DID YOU KNOW? You can page someone to call you by sending them a blank text message.

1. Press **Applications** and select **Messaging**.
2. Select **New**.
3. Select the **To** field to address the message:
   - Press **Center**. If the recipient's name appears in the list of recent addresses, select it from the list.
   - If the recipient is in your Contacts list, enter the first initial and last name (no spaces), and then select the recipient's phone number or email address, depending on where you want to send the message.
   - If the recipient's name isn't in the list of recent addresses or your Contacts list, enter the phone number or email address.

TIP If you see numbers when you expect to see letters (or the other way around), you need to turn Option Lock on by pressing **Option** twice, or turn it off by pressing **Option** once.

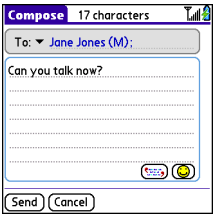
NOTE Sending text messages to land-line phones may not be supported.

4 Press **Down** ▼ to jump to the body of the message.

5 Enter your message or select **QuickText** to insert predefined phrases. To insert emoticons, select .

TIP To add a new QuickText phrase, select **Edit QuickText** from the list.

NOTE Some symbols can't be used in text messages. The Messaging application automatically replaces invalid characters.



6 (Optional) Press **Menu** and then select **High Priority** or **Normal Priority** on the **Compose** menu to set an urgency level for the message.

7 To add a picture, video, voice memo, or ringtone to the message, select **Add Media**. Select the type of media, then the item, and then **OK**.

8 Select **Send**.

TIP Select **Save as Draft** to save a draft of the message without sending it. To access the draft, select the **category** pick list at the top of the screen and select **Drafts**.

TIP Do you need to enter a short code that contains letters? Use the keyboard to enter it; just press the letter keys. For example, if the code is "win01," press W to enter w, I to enter i, and so on. No need to figure out the numbers that correspond to the letters.

KEY TERM **Short codes** (also known as short numbers) are brief, easy–to–remember telephone numbers and text codes used to send text and multimedia messages for voting, polling, contests, surveys, chat, games, and other applications. For more information on short text codes, visit www.usshortcodeswhois.com.

Receiving messages

When your phone is turned on and is in an area of wireless coverage, you automatically receive new text messages. For multimedia messages, you can set your smartphone to automatically download new messages or to notify you that a message is ready to be downloaded (see Customizing your Messaging settings). You can also configure how your smartphone notifies you when a new message arrives (see Selecting Messaging alert tones).

The new message alert may include any of the following buttons:

OK: Dismisses the alert and places the message in your Inbox.

Reply: Opens Chat View, where you can reply with a text message. To send an MMS reply, select Add from Chat View.

Call Back: Dials the sender's phone number.

Go To Msg: Opens the message so you can view its full contents.

Delete: Moves the message from your Inbox to the Deleted folder.

TIP When you receive a message, you can also press **Send** to call the sender.

TIP If you have multiple alerts, the Alert dialog box displays all your pending alerts. Select an item's description to jump to that item, or check the box to clear that item. To view all your pending alerts from any screen on your smartphone, press and hold **Center** on the 5-way.

Using links in messages

When you receive a text message that contains a telephone number, email address, or URL, you can dial the number, send an email message, or go to the web page immediately.

1 Use the **5-way** to select the phone number, email address, or URL (appears as underlined blue text).

2 Press **Center** ◯.

Your smartphone automatically launches the appropriate application from the link.

Viewing/playing a multimedia message

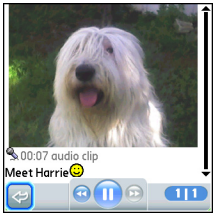
1 Press **Applications** ⌂ and select **Messaging**.

2 Select the message you want to view.

3 If there are sounds or multiple slides, playback begins immediately.

4 Do any of the following:

- Use the onscreen controls to scroll to other slides and messages.



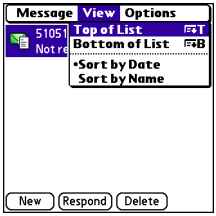
- To save a sound, press **Menu** ▤ and select **Save Sound** from the Message menu. You can access saved sounds later by pressing **Applications** ⌂ and selecting **Sounds** or **Voice Memo**.
- To save a picture, press **Menu** ▤ and select **Save Picture** from the Message menu. You can access saved pictures later by pressing **Applications** ⌂ and selecting **Pics&Videos**.
- To copy the text, use the stylus to highlight the text, press **Menu** ▤, select **Edit**, and then select **Copy**.
- To stop playback of a message, select **Play/Stop**.
- To view message details, press **Menu** ▤ and select **Message Details** from the Message menu.
- To save a calendar or contact entry, open the message details. You can access saved entries later by pressing **Applications** ⌂ and selecting **Calendar** or **Contacts** (depending on the type of entry you saved).

5 Select **OK**.

Arranging your messages

You can rearrange the messages in any folder by using the Sort command.

1. Press **Applications** and select **Messaging**.
2. In the title bar, select the folder (for example, Inbox or Sent) you want to sort.
3. Press **Menu**.
4. Select **View** and then select **Sort by Name** or **Sort by Date**.



Deleting messages

You can delete several messages at once from any folder by using the Purge command.

TIP To delete an individual message, highlight it in the message list and then select **Delete**.

1. Press **Applications** and select **Messaging**.
2. In the title bar, select the folder (for example, Inbox or Sent) with the messages you want to delete.
3. Press **Menu**.
4. Select **Purge** from the **Message** menu.
5. Select the **Purge** pick list and then select an option.
6. Select **OK**.

Chatting with Messaging

DID YOU KNOW? You can send and receive text messages even while you are on a phone call. This is easiest when using a hands-free device or the speakerphone.

When you exchange more than one message with a single contact, the messages you exchange with that person are grouped into a chat session. When you select a chat session from your message list, the upper part of Chat View displays all messages you've exchanged with this contact, and the lower part provides an entry area.

You can carry on multiple chats at the same time and easily switch between them, using the pick list at the top of the screen.

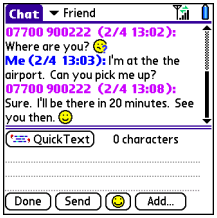
TIP To find a chat you had with someone, open your Messaging Inbox and select a chat session.

1 Press **Applications** and select **Messaging**.

2 Do one of the following:

Start a new chat: Select a message and reply to it.

Continue an existing chat: Select a message that displays the **Chat** icon.



3 Enter your message.

TIP Pale gray text indicates that a message is pending or enroute.

4 Select **Send**.

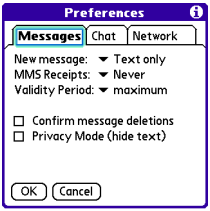
Customizing your Messaging settings

1 Press **Applications** and select **Messaging**.

2 Press **Menu**.

3 From the **Options** menu, select **Preferences**.

4 On the **Messages** tab, set any of the following preferences for your individual messages:



New message: Set the default format for new messages: text or multimedia.

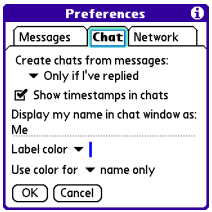
MMS Receipts: Set whether or not you want to receive a confirmation when an outgoing MMS message is delivered.

Validity Period: Set how long you want an outgoing message to be valid.

Confirm message deletions: Set whether or not you want deletion confirmation prompts to appear.

Privacy Mode (hide text): Set whether you want the body text to appear in the alert when you receive a new message, or you want to hide the text and be prompted to go to the message.

5 Select the **Chat** tab and set any of the following preferences for chat sessions:



Create chats from messages: Set when you want to group messages from the same person into a chat.

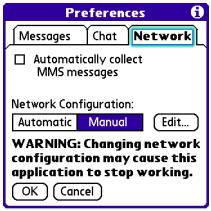
Show timestamps in chats: Set whether or not you want to see, next to each message, the local date and time the message was sent.

Display my name in chat window as: Enter the name you want to use as the label for your messages in Chat View.

Label color: Select a color to differentiate your messages from the sender's messages while in Chat View.

Use color for: Set whether you want both your name and message text in the selected label color, or only your name.

6 Select the **Network** tab and set any of the following preferences for network connections:



Automatically collect MMS messages: Set whether or not you want to download multimedia messages automatically.

Network Configuration: Set your message retrieval preference: Automatic or Manual. If you select Manual, select **Edit** and enter the Verizon Wireless settings.

NOTE We recommend that you do not change the Network Configuration settings.

7 Select **OK**.

Selecting Messaging alert tones

DID YOU KNOW? Your smartphone includes a silent alert that can vibrate even when the Ringer switch is set to Sound Off.

1 Press **Applications** and select **Messaging**.

2 Press **Menu**.

3 Select **Options** and then select **Alerts**.

4 Select the **Application** pick list and select **Messaging**.

5 Select the **Volume** pick list and select the volume level.

6 Select the **Vibrate** pick list and select when you want your smartphone to vibrate.

7 Select the **Message Tone** pick list and select a tone for incoming message alerts.

8 Check the boxes if you want to see onscreen alerts when a new message arrives and when a message you sent is received.

9 Select **Done**.

What are all those icons?

TIP By default, the Messaging app shows the Inbox folder. To view a different folder, select the folder list in the title bar and select a different folder from the list.

The message descriptions in the Inbox, Outbox, and Sent folders show the message status:

- Unread messages appear in bold.
- Read messages appear in plain text.
- Urgent messages appear with a red exclamation point (!).

The following icons show the message type and additional status info:

A text message

A chat session

A multimedia message that is ready for you to download

A multimedia message that is fully downloaded

A multimedia message that is fully downloaded and contains sound

A message that is waiting to be sent

A receipt, which you requested, confirming delivery of the message

An outgoing message with an error

DID YOU KNOW? If you are outside a coverage area or if your phone is turned off, outgoing messages go into the Outbox. When you return to a coverage area or turn your phone on, your pending messages are automatically sent and transferred to the Sent folder.

CHAPTER 6

Your connections to the web and wireless devices

You use the web for many things: driving directions, shopping, news, web-based email. Now, with the Verizon Wireless network and the built-in web browser, you can take the web with you almost anywhere.

The built-in Bluetooth® feature of your Palm® Centro™ smartphone helps you easily set up wireless connections to a number of devices, so you can enjoy the convenience of cable-free connectivity. You can also use your smartphone to connect your computer to the Internet and to share contacts or your favorite photos with other people.

Benefits

- Carry the web with you
- Store web pages for offline viewing
- Connect to Bluetooth headsets and car kits
- Connect your computer to the Internet through your smartphone

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Connecting with Bluetooth® devices 113

Web browser

The web browser on your smartphone provides quick and easy access to web pages. You can view most of the sites you use on your computer, including those with security and advanced features, such as JavaScript, SSL strong encryption, cookies, and frames. To browse the web, you must activate data services from Verizon Wireless.

DID YOU KNOW? The security certificates and 128-bit Secure Sockets Layer (SSL) encryption let you visit secure websites, like those for banking and using email. Some secure sites also require specific browsers, so those may not work with your web browser.

The web browser does not support plug-ins (such as Flash or Shockwave) or Java applets.

Viewing a web page

To make viewing web pages on your smartphone a better experience, the web browser reformats web pages into a single column and resizes images. In this format—called Optimized Mode—you can see most of the content without scrolling left or right. You can also switch to Wide Page Mode if you like.

DID YOU KNOW? You can send email from a web page on your smartphone. Email addresses appear as links on web pages. After you configure an email application on your smartphone, you can select an email address link to create a message to the selected address.

1 Press **Applications** and select **Web** to open the web browser. If necessary, select **Yes** to turn on your phone, and **Yes** to connect to the Internet.

   If you do not see either of these icons 1x EV in the title bar, data services are not available in your current location and you cannot connect to the Internet.

2 Enter a web page address (URL) in the **Address Bar** and select **Go**.

NOTE If you browse to a secure web page, a **lock** icon appears in the Address Bar.

3 Do any of the following to navigate within the web page:

View a page in wide layout format (as on your computer): Press **Menu**, select **Options**, and then select **Wide Page Mode**.

Scroll through the page: In Optimized Mode (the default format) press **Up** ▲ or **Down** ▼. In Wide Page Mode, use all buttons on the **5-way** to scroll in any direction.

Follow a link to another web page: In Optimized Mode, highlight the link by pressing **Left** ◀ or **Right** ▶ and then press **Center** to go to the selected page. In Wide Page Mode, use the stylus to select a link.

Submit a form: Enter the info and then select the onscreen button to submit the form. If the form doesn't have an onscreen button, press **Return**.

TIP To adjust the font size, open the **Options** menu and select **Font**. To fit more text on the screen, select **Small**. To make the text easier to read, select **Large**.

4 Use the **5-way** to access any of the following icons in the title bar:

Goes to your home page.

Opens a dialog box where you can enter a web address or view a list of recently viewed web pages.

Goes back in order through pages you viewed.

Goes forward in order through pages you viewed.

Gets the latest version of the current web page. This is sometimes called *refreshing* the web page.

Opens a list where you can select Fast mode (no images or style sheets) or Normal mode (with images and style sheets).

Creating a bookmark

With bookmarks, you can instantly access a web page without entering the address every time. The web browser can store up to 100 bookmarks or saved pages, allowing you to open your favorite web pages quickly. Note that a bookmark is different

from a saved page and different from a favorite (see Deleting a favorite button).

DID YOU KNOW? The predefined bookmarks take you to pages that are optimized for your smartphone.

1. Go to the page you want to bookmark.
2. Press **Menu** .
3. Select **Add Bookmark** from the **Page** menu.
4. Change the entries in the **Name** and **Description** fields.
5. Select **OK** and then select **OK** again.

Saving a page

You can use the web browser to save a page for offline viewing, so you don't need a wireless connection to view it later.

1. Go to the page you want to save.
2. Press **Menu** .
3. Select **Save Page** from the **Page** menu.
4. Select **OK** and then select **OK** again.

Viewing bookmarks or saved pages

Bookmarks and saved pages both appear in Bookmarks View. Saved pages are indicated by a small triangle in the upper-right corner of the bookmark.

DID YOU KNOW? You can make Bookmarks View the default view when you open the browser. Open the **Options** menu and select **Preferences**. Select the **Start With** pick list and select **Bookmarks**.

1. Select the **Bookmarks View** icon in the web page toolbar.
2. Select the bookmark or saved page you want to view.

TIP To go back to the last web page you viewed without selecting a bookmark, select **Page View**.

Editing or deleting a bookmark or saved page

1. In Bookmarks View, press **Menu**.
2. Select **Edit Bookmarks** from the **Bookmarks** menu.
3. Select the bookmark you want to edit or delete.

> **TIP** If you can't edit, delete, or beam a bookmark, it is probably locked, and these actions are prohibited.

4. Enter the desired changes or select **Delete**.
5. Select **OK**.

Arranging bookmarks and saved pages

Bookmarks View has ten pages where you can store and arrange bookmarks and saved pages in a way that works for you. For example, you can store travel links on one bookmark page, stock links on another, and business links on a third page.

1. In Bookmarks View, press **Menu**.
2. Select **Edit Bookmarks** from the **Bookmarks** menu.
3. Enter a title for this page of bookmarks.
4. Use the stylus to drag and drop a bookmark into the desired slot. Move a bookmark to a different page by dragging and dropping it onto one of the **Bookmark Page** icons at the bottom of the screen.
5. Select **OK**.

Downloading files from a web page

The web browser lets you download files that are recognized by one of the applications on your smartphone. When you download a file, you can open it in the application that recognizes the file. For example, if you download an MP3 file, you can listen to it later in the Pocket Tunes™ application.

If a file is not recognized by any application on your smartphone, you cannot open it on your smartphone. You can, however, download the file to an expansion card, transfer it to your computer using an expansion card reader (sold separately), and view it on your computer.

You can download files such as new applications and choose to play or save

music and video files in many popular formats—provided that the website permits the downloading of files.

Item	Supported File Types
Pictures	JPG, WBMP, GIF, PNG
Videos	MP4, 3G2, ASF, WMV
Ringtones	MIDI, AAC, AAC+, MP3
Music	MP3, WMA

TIP You can also access software and other downloads using the Downloads bookmark.

1 Go to the page with the link to the file you want to download.

2 Do one of the following:

- In Optimized Mode, press **Left** ◀ or **Right** ▶ to highlight the link to the file, and then press **Center** ⬭.
- In Wide Page Mode, tap the link with your stylus.

3 If prompted, select what you want to do with the file: **Play**, **Save To Device**, or **Save To Card**.

4 Select **Yes**.

TIP You can also save an image from a web page by tapping and holding it with the stylus.

Streaming files from a web page

The web browser lets you stream files that are recognized by one of the applications on your smartphone. For example, you can choose to play music and video files in many popular formats (many popular formats, such as MP3, WMA, WMV).

1 When the web browser recognizes streamed content on a web page, it displays a **Play** Play icon. To view or listen to the streamed content, select **Play** Play.

TIP When the web browser recognizes streamed content that is not supported by any of the applications on your smartphone, it displays a "Media type not supported" message.

2 Once streaming begins, playback starts automatically. Use the following controls when viewing or listening:

- Select to return to the web page containing the streamed content.
- Select or press **Center** ⬭ to pause playback.
- Select or press **Center** ⬭ to resume playback after pausing.
- A few seconds after playback begins, the toolbar is hidden and you can view the content on the full screen. Press **Up** ▲ or **Down** ▼ to display the toolbar; press **Up** ▲ or **Down** ▼ again to hide the toolbar again.
- Press the **Volume** button on the side of your smartphone to adjust the volume.

Copying text from a web page

You can copy text from a web page and paste it into other applications.

1. Use the stylus to highlight the text you want to copy.
2. Press **Menu** ☰.
3. Select **Edit** and then select **Copy**.
4. Go to the app in which you want to paste the text, and position the cursor where you want to paste the text.
5. Press **Menu** ☰.
6. Select **Edit** and then select **Paste**.

DID YOU KNOW? If the web browser does not recognize a phone number as dialable, you can copy the phone number (as text) and paste it into the Dial Pad (see Dialing from a web page or message).

Returning to recently viewed pages

The History list stores the addresses of the last 100 pages you visited. Items in the History list are sorted chronologically.

1. In Page View, press **Menu** ☰.
2. Select **History** from the **Page** menu.
3. Select the web page you want to load.

Finding text on a web page

1. In Page View, press **Menu** ☰.
2. Select **Find Text on Page** from the **Page** menu.
3. Enter the text you want to find.
4. Check or uncheck the **Wrap Search** box to indicate whether you want the search to wrap from the end of the page to the beginning when the end is reached.

5 Select **Find** to start the search.

Customizing your web browser settings

1 In Page View, press **Menu** .

2 Select **Options** and then select **Preferences**.

3 Select **Page** and set any of the following preferences:

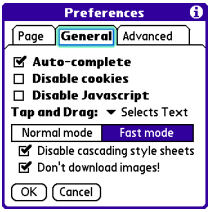
Start With: Determines which view appears when you open the browser.

Home Page: Sets the page that appears when you select .

Restore Default: Selects the original home page, if you changed it.

Show Address Bar: Sets whether the web address appears in Page View. When it is visible, you can select the pick list to go to a previously viewed page or enter a URL directly from Page View.

4 Select **General** and set any of the following preferences:



Auto-complete: Determines whether the web browser suggests text, based on your previous entries, when you begin entering info.

Disable cookies: Determines whether websites can store personalized info on your smartphone. Some sites do not work properly if you select this option.

Disable JavaScript: Bypasses JavaScript elements on the web pages you view.

Tap and Drag: Determines whether dragging the stylus selects text or scrolls through the contents of the page.

Normal mode/Fast mode: Determines whether a web page appears as designed (Normal mode) or with some of the items removed for faster display. Selecting Fast mode gives you the following options:

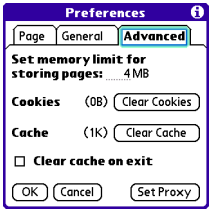
- **Disable cascading style sheets:** Sets whether style sheets are applied when you load a web page. When style sheets are disabled, pages download faster, but you may lose some of the formatting.

KEY TERM **Cascading Style Sheet (CSS)**
A file that governs design elements of a web page, such as its fonts, colors, and layout.

- **Don't download images!** Sets whether images appear when you load a web page. If you select not to view images, you can still see any image by selecting the placeholder box on the web page.

TIP Lots of pretty graphics slowing you down? Browse the web faster by enabling the Don't download images! option.

5 Select **Advanced** and set any of the following preferences:



Set memory limit for storing pages: Sets the amount of memory used for your cache. Pages are cached so that they load faster the next time you view them.

Cookies: Sets how much memory is being used by cookies. To free up this memory, select **Clear Cookies**.

Cache: Sets how much memory is being used by your cache to store recent pages and history. To free up this memory, select **Clear Cache**.

Clear cache on exit: Sets whether the cache clears each time you exit the web browser.

Set Proxy: Sets up a proxy server to access the Internet. If your connection requires a proxy server, please contact your Internet service provider or IT administrator for this information.

6 Select **OK**.

Connecting your computer to the Internet through your smartphone

Dial-up networking (DUN) is the feature that converts your smartphone into a modem so that you can access the Internet from your computer. You can use either of the following methods:

- **BroadbandAccess Connect:** Lets you convert your smartphone into a wireless modem using Verizon Wireless' BroadbandAccess Connect software. See Using BroadbandAccess Connect to connect your computer to the Internet.
- **Bluetooth connection:** If your computer is enabled with Bluetooth wireless technology, you can set up your smartphone as a wireless modem using the built-in Bluetooth technology. See Connecting your computer to the Internet through your smartphone using Bluetooth.

Using BroadbandAccess Connect to connect your computer to the Internet

The BroadbandAccess Connect service lets you convert your smartphone into a wireless modem so that you can access the Internet from your computer. You can set up BroadbandAccess Connect using the USB sync cable between your smartphone and your Windows computer. If you have a Mac computer enabled with

Bluetooth® wireless technology, you can set up a wireless connection to use BroadbandAccess Connect using your smartphone's built-in Bluetooth technology.

The VZAccess Manager software helps you set up and manage your BroadbandAccess Connect connections.

> **TIP** You may need to use a virtual private network (VPN) to access corporate email. Check with your system administrator and see Connecting to a VPN for more information.

Installing the VZAccess Manager software

To use the BroadbandAccess Connect service, you must install the VZAccess Manager software on your computer.

WINDOWS ONLY

1. Insert the Palm Software Installation CD into your computer's CD drive.
2. On the Additional Resources screen, select **Connect to the Internet with VZAccess Manager**.
3. Follow the instructions to begin the installation.
4. On the Welcome screen, click **Next**.
5. Select the option to accept the License Agreement, and then click **Next**.
6. Select whether you want to use VZAccess Manager with one smartphone only or with all smartphones you use on this computer, and then select whether or not to create a desktop shortcut. Click **Next**.
7. Select the folder where you want to store the VZAccess Manager application files, or select **Next** to accept the default location.
8. Select whether to do a **Typical** or a **Custom** installation (we recommend Typical), and then click **Next** to begin the installation process.
9. On the Installation Complete screen, click **Finish**.

MAC ONLY

1. On your computer, go to www.vzam.net.
2. Click the **Download Now** link, and follow the instructions to download the Mac version of the **VZAccess Manager** software.
3. Follow the onscreen instructions to begin the installation.

4 On the Welcome screen, click **Next**.

5 Select the option to accept the License Agreement, and then click **Next**.

6 Select the device name for each device you want to use with VZAccess Manager, and then select whether or not to create a desktop shortcut. Click **Next**.

Getting help with VZAccess Manager software

You can learn how to use VZAccess Manager software from within the application itself.

1 If you chose to install a desktop shortcut, click the VZAccess Manager icon on your desktop. Otherwise, use the Start menu on your Windows computer to navigate to and select the VZAccess Manager software.

2 Click Help at the top of the screen and select a topic to learn more.

Accessing the Internet using a BroadbandAccess Connect connection

1 Connect your smartphone to your computer with the sync cable (see Connecting your smartphone to your computer).

2 Click the **VZAccess Manager** icon on your computer desktop.

3 Click the connection you want to use, such as **BroadbandAccess**.

4 Click **Connect**.

You can now use the BroadbandAccess Connect service to access the Internet from your computer.

When the BroadbandAccess Connect service is on, you cannot use any of the wireless features on your smartphone that require a data connection, such as synchronizing, web browsing, and sending and receiving email and MMS messages. You can still use all the nonwireless features of your smartphone. To use the wireless features of your smartphone, terminate the BroadbandAccess Connect connection.

If you choose to make a call when the Broadband Access Connect service is on, you automatically interrupt the BroadbandAccess Connect connection. When you receive a call in a BroadbandAccess coverage area, the call

interrupts the BroadbandAccess Connect connection. In a NationalAccess coverage area, incoming calls go to voicemail.

Terminating a BroadbandAccess Connect Internet session

1. On your computer, go to the VZAccess Manager window.
2. Click **Disconnect**.

Connecting your computer to the Internet through your smartphone using Bluetooth

The following procedures describe the process of setting up your smartphone as a wireless modem using the built-in Bluetooth technology.

> **TIP** If your computer is not enabled with Bluetooth wireless technology, you need to purchase a wireless Bluetooth adapter accessory for your computer to use this feature.

Creating a partnership between your smartphone and your computer

1. Make sure that your computer's Bluetooth setting is on and that your computer is ready to create a Bluetooth partnership. Check the documentation that came with your computer to find and change these settings.
2. On your smartphone, press **Applications** and select **Bluetooth**.
3. Select **Bluetooth On** if it is not already selected, and then select **Setup Devices**.
4. Select **Trusted Devices.**

5. Select **Add Device**. The discovery icon appears, indicating that the discovery process is active.
6. Select the **Show** pick list and select **Nearby devices**.
7. If your computer doesn't appear on the Discovery Results list, make sure that

it's ready to receive a connection request (see your computer's documentation), and then select **Find More** on your smartphone to search again.

8 Make up a passkey, enter it on the Bluetooth Security screen, and then select **OK**. The passkey can be up to 16 numbers.

NOTE You need this passkey in the next step, so be sure to write it down exactly. We recommend that you use a passkey of 16 numbers, where possible, to improve the security of your smartphone. The longer the passkey, the more difficult it is for the passkey to be deciphered.

9 Enter the same passkey on your computer when prompted.

10 Select **Done**, and then select **Done** again to return to the Bluetooth screen.

Setting up your computer for a Bluetooth® DUN connection

Dial-up networking must be enabled or installed on your computer. Follow the instructions from the manufacturer of your Bluetooth adapter to enable DUN. Your wireless service provider may provide customized software programs that walk you through the DUN setup process. Check with your wireless service provider to see if such a program is available.

Accessing the Internet using a Bluetooth DUN connection

The steps for accessing the Internet on your computer may vary depending on your operating system and how Bluetooth wireless technology is set up on your computer—for example, whether Bluetooth technology is built into your computer or is added to your computer by an adapter. If you need additional info, check your computer's documentation for how to set up Bluetooth technology to access the Internet using a DUN connection.

TIP You may need to use a virtual private network (VPN) to access corporate email. Check with your system administrator for more information.

BEFORE YOU BEGIN Verify that DUN is enabled on your computer. See the

documentation that came with your computer for details.

1. Open the Bluetooth application on your computer and let it locate the smartphone you paired it with in the previous procedure.
2. Double-click the icon or option representing your smartphone. Your computer connects to your smartphone and shows that DUN services are available.
3. Double-click the **DUN** icon.
4. Enter your wireless service provider's settings. Contact your wireless service provider if you don't have these settings.
5. Click **Dial**. Once the connection is successfully established, you can browse the Internet on your computer or download your email.

TIP If you get a message asking whether you want your computer to remember the dial text for this connection, we recommend that you select **Yes**. This avoids errors and the inconvenience of entering the dial text for every session.

6. Look for a network connection icon in the taskbar at the bottom of your computer screen to verify that you are connected.

DID YOU KNOW? You can check the status of the connection by right-clicking the **Bluetooth network** icon in the taskbar.

NOTE When a DUN connection is active, you cannot use data services on your smartphone. For example, you cannot browse the Web, or send or receive email messages. Also, any scheduled automatic email retrievals do not take place. Receiving or sending phone calls suspends the DUN session. The session resumes when the call is ended.

Terminating a Bluetooth DUN Internet session

It is important to end a Bluetooth DUN session after you finish using it. Ending the DUN session lets you use the wireless features of your smartphone that require a data connection, it frees up the Bluetooth feature so that you can connect to other

Bluetooth devices, and it optimizes battery life, too.

1 On your computer, right-click the icon or option representing your smartphone.

2 Click **Disconnect.**

Connecting with Bluetooth® devices

With the built-in Bluetooth wireless technology on your smartphone, you can connect to a number of Bluetooth devices, including a hands-free device such as a headset or car kit, a printer, or a GPS receiver, as well as to other smartphone smart devices and handhelds that are equipped with Bluetooth wireless technology. If your computer is enabled with Bluetooth wireless technology, you can also synchronize wirelessly or use your phone to connect your computer to the Internet.

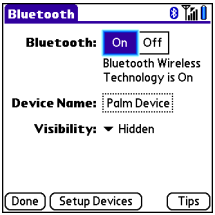
You can create a list of Bluetooth devices that you trust to communicate with your smartphone. When communicating with trusted devices, your smartphone skips the discovery process and creates a secure link as long as the device is within range. Bluetooth range is up to 30 feet (10 meters), depending on environmental conditions, including obstacles, radio interference from nearby electronic equipment, and other factors.

When you configure a hands-free device, as described previously in Connecting to a Bluetooth® hands-free device, the hands-free device automatically appears in your Trusted Devices list. Follow the steps in this section to add other devices to your Trusted Devices list, such as a friend's handheld.

Requesting a connection with another Bluetooth device

1 Press **Applications** and select **Bluetooth** .

2 Select **Bluetooth On**.



3 (Optional) Enter a device name that identifies your smartphone when it is discovered by other Bluetooth devices.

NOTE Use the same device name for all your Bluetooth connections. If you change the device name, you need to re-create any partnerships you've already created.

4 Select **Setup Devices**.

5 Select **Trusted Devices**.

6 Select **Add Device**. The **Discovery** icon appears, indicating that the discovery process is active.

7 Select the **Show** pick list and select **Nearby devices**.

8 If the device you want to add doesn't appear on the Discovery Results list, make sure that the other device is ready to receive a connection request (see the device's documentation), and then select **Find More** on your smartphone to search again.

9 Enter the same passkey on your smartphone and on the Bluetooth device, and select **OK**.

IMPORTANT Some Bluetooth devices have a predefined passkey. If your device has a predefined passkey, you can find it in the documentation for that device. Other devices provide a screen where you enter a passkey that you make up. In either case, you must use the same passkey on both your smartphone and the other Bluetooth device. We recommend that, where possible, you make up a passkey of 16 alphanumeric characters (letters and numerals only) to improve the security of your smartphone. The longer the passkey,

the more difficult it is for the passkey to be deciphered.

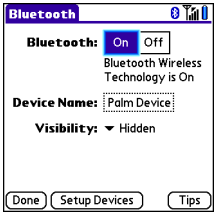
10 Select **Done**.

Accepting a connection from another Bluetooth device

TIP For the smartphone to be visible to Bluetooth devices, the Bluetooth setting must be set to On and visibility must be set to Visible or Temporary.

1 Press **Applications** and select **Bluetooth**.

2 Select **Bluetooth On**.



3 (Optional) Enter a device name that identifies your smartphone when it is discovered by other Bluetooth devices.

NOTE Use the same device name for all your Bluetooth connections. If you change the device name, you need to re-create any partnerships you've already created.

4 Select the **Visibility** pick list and select one of the following:

Visible: Enables Bluetooth devices that are not on your Trusted Devices list to request a connection with your smartphone. Your smartphone remains accessible to other devices until you turn this option off. After you've finished using this setting, remember to change it back to Hidden.

TIP Use the Visible option only when you need your smartphone to be accessible for an extended period of time. For short-term accessibility, use the Temporary option.

Temporary: Enables Bluetooth devices that are not on your Trusted Devices list to request a connection with your smartphone during the next two minutes. Your smartphone reverts to the Hidden setting and becomes

inaccessible to other devices after two minutes.

Hidden: Allows only devices with which you have previously formed a partnership to request a connection with your smartphone. New devices cannot request a connection.

5 Enter the same passkey on your smartphone and on the Bluetooth device.

IMPORTANT Some Bluetooth devices, such as headsets and GPS receivers, have a predefined passkey. If your device has a predefined passkey, you can find it in the documentation for that device. Other devices provide a screen where you enter a passkey that you make up. In either case, you must use the same passkey on both your smartphone and the other Bluetooth device. We recommend that, where possible, you make up a passkey of 16 alphanumeric characters (letters and numerals only) to improve the security of your smartphone. The longer the passkey, the more difficult it is for the passkey to be deciphered.

6 (Optional) Check the **Add to trusted device list** box if you want to form a partnership with the requesting device.

7 Select **OK**.

CHAPTER

7

Your photos, videos, and music

Do you have a wallet bulging with photos of friends, family, pets, and your most recent vacation?

Are you tired of carrying both your MP3 player and your phone?

Your Palm® Centro™ smartphone solves both problems. You can keep your favorite photos—videos, too—right on your smartphone. And there's no need to carry an expensive MP3 player; you can play music on your smartphone. Simply transfer songs onto your smartphone or an expansion card and then listen through your headphones (cards and headphones sold separately).

Benefits

- Never be far from your favorite people, places, and songs
- Organize your photos, videos, and songs
- No separate photo viewer, MP3, or CD player required

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Camera and Camcorder

Your smartphone comes with an easy-to-use, built-in, 1.3-megapixel camera with 2x digital zoom. You can use the camera to take and view pictures and videos and send them to your friends and family. To add a personal touch to your smartphone, use your pictures as your wallpaper in the Phone application's Main View, and as caller ID images (see Assigning a caller ID photo for details).

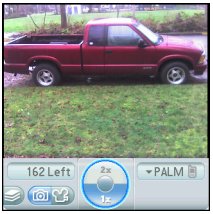
Taking a picture

You can store pictures on your smartphone or on an expansion card.

1 Press **Applications** and select **Camera** .

2 (Optional) To choose or create an album where your picture will be stored, select the name of the folder from the picklist on the right side of the camera bar.

By default, the Camera application stores pictures you take in the **Palm** folder on your expansion card (if a card is inserted). Otherwise, Camera stores pictures in the **Palm** album on your smartphone. To tell the two folders apart, look for a smartphone or card icon next to the folder name.



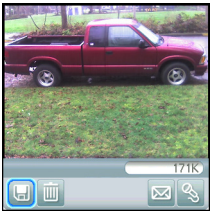
TIP The default camera resolution is SXGA (1280 x 1024). VGA (640 x 480) and QVGA (320 x 240) resolutions are also supported. To view these settings before you take a picture, press **Menu**.

3 Find your subject in the screen on your smartphone (the lens is on the back of your smartphone).

4 (Optional) To get a close-up of your subject, press **Up** ▲ to select **2x.** Press **Down** ▼ to return to **1x**.

5 Press **Center** ◯ to capture the picture.

6 Select any of the following icons:



Save the picture in the location you selected in step 2.

Delete the picture.

Open the Messaging application with the picture attached. The receiving device must support picture messages.

Add a voice caption.

TIP To add an audio caption later, open the picture in **Pics&Videos** and then select **Audio Caption** from the **Photo** menu.

DID YOU KNOW? You can personalize a picture. In **Pics&Videos**, open the **Photo** menu, select **Draw on**, and then use the drawing tools to add your own personal touch. When you save the picture, you can replace the original or save a copy.

Recording a video

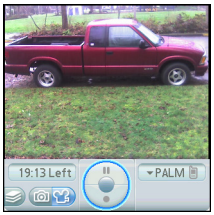
You can store videos on your smartphone or on an expansion card.

1 Press **Applications** and select **Camcorder** .

TIP The video recording screen displays the approximate recording time you have left based on the space available on your smartphone or expansion card. Actual recording time may vary depending on how fast you are moving, how many colors you are recording, and so on.

2 (Optional) To choose or create an album where your video will be stored, select the name of the folder from the picklist on the right side of the camera bar.

By default, the Camcorder application stores pictures you take in the **Palm** folder on your expansion card (if a card is inserted). Otherwise, Camera stores pictures in the **Palm** album on your smartphone. To tell the two folders apart, look for a smartphone or card icon next to the folder name.



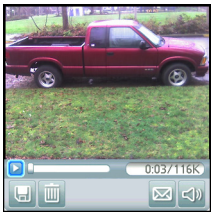
TIP The default camcorder resolution is CIF (352 x 288), and QCIF (176 x 144) is also supported. To view these settings before you capture a video, press **Menu**.

3 Find your subject in the screen on your smartphone (the lens is on the back of your smartphone).

4 Press **Center** ◯ to start recording.

5 After you finish recording, press **Center** ◯ again to stop.

6 Select any of the following:



Plays the video, so you can review it.

Saves the video in the location you selected in step 2.

Deletes the video.

Opens the Messaging application with the video attached. The receiving device must support video messages.

Opens a dialog box where you can adjust the volume during playback.

TIP During playback, tap and drag the **progress indicator** bar to jump to a different section of the video. Select **Pause** to pause video playback.

Customizing your Camera settings

You can customize the built-in camera's settings for your smartphone.

1. Press **Applications** and select **Camera** or **Camcorder** .
2. Press **Menu** . If you are in Camera View, the Photo Settings screen appears. If you are in Camcorder View, the Video Settings screen appears.
3. Set any of the following preferences:

   Effects: Sets the color palette for the current picture or video. You cannot change an item's palette after you take the picture or video.

   Prompt sound: (Pictures only) Sets the sound that plays before you take the picture.

   Shutter sound: Determines whether a sound plays when you take a picture.

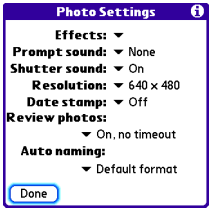
Microphone: (Videos only) Turns the microphone on and off so that you can record videos with or without sound.

Resolution: Sets the default size for newly captured pictures or videos.

Date stamp: (Pictures only) Determines whether the date the picture is taken appears on your pictures.

Review photos/videos: Determines whether you can review pictures or videos before saving them and how quickly they are automatically saved.

Auto naming: Assigns a name to a series of pictures to be captured, such as Seattle001, Seattle002, and so on.



4 Select **Done**.

Pictures & Videos

Viewing a picture

In addition to viewing the pictures you capture with the built-in camera, you can view pictures captured on many popular digital cameras or downloaded from the Internet. Your smartphone supports the following picture formats:

- JPG
- TIF
- BMP
- GIF

1 Press **Applications** and select **Pics&Videos**.

2 Select the album that contains the picture you want to see.

> **TIP** To view an album from an expansion card, insert the card and select the album from the Album list. If the items on the card are not grouped into albums, select the card name from the list.

3 Select the picture you want to view.

4 Press **Right** or **Left** to scroll to the next item in the album.

> **DID YOU KNOW?** To see the outer edges of a picture that may not be visible, use the stylus to tap and drag the picture in any direction.

5 If the picture has a voice caption, select to hear it.

6 Tap the picture or press **Center** to return to Thumbnail View.

> **TIP** In Thumbnail View, you can group photos or videos to more easily locate them. Select one of the grouping options from the View menu.

Viewing a video

In addition to viewing the videos you capture with the built-in camcorder, you can view videos captured on many popular digital cameras. You can also play the audio portion of multimedia files. Your smartphone supports the following types of video files:

- 3GP (with H.263 video and AMR audio)
- 3G2 (with MPEG-4 video and QCELP audio)
- MP4 (with MPEG-4/H.264 video and MP3/AAC/AAC+ audio)
- MPG (with MPEG-1 video and MPEG-1 audio)
- M4V (with MPEG-4/H.264 video and MP3/AAC/AAC+ audio)
- ASF (with MPEG-4 video and IMA-ADPCM audio)
- AVI (with MJPEG video and PCM audio)

1. Press **Applications** and select **Pics&Videos**.
2. Select the album that contains the video you want to see.
3. Select the video you want to view. Playback begins automatically.
4. Hold down **Right** ▶ or **Left** ◀ to seek within the current video, or press **Right** ▶ or **Left** ◀ to scroll to the next item in the album.
5. Press **Center** to return to Thumbnail View.

DID YOU KNOW? If you pause video playback and then close the video, the video starts where you left off the next time you play it.

Viewing a slide show

1. Press **Applications** and select **Pics&Videos**.
2. Select the album you want to view.
3. (Optional) Press **Menu**, select **Options**, and then select **Auto-hide Toolbar Off** if you want to see the toolbar.
4. Press **Space** to start the slide show.

5 Press **Center** ◯ to return to the previous view.

TIP To set slide show options such as background music and transitions, open the **Album** menu and select **Slideshow Setting**. Keep in mind that background music overrides audio captions when you're running a slide show. Background music for a slide show also overrides any music that might be playing using the Pocket Tunes™ application on your smartphone.

Creating a new album

You can create albums to organize your pictures and videos.

1 From the Album list, select **Create New Album**.
2 Enter a name for the new album.
3 From the pick list, select whether you want to create the album on your device or an expansion card.
4 Select **OK**.

Sending pictures or videos

You can send pictures or videos to an email address or to other devices that support picture and video messaging.

1 From the Album list, select the album that contains the picture(s) or video(s) you want to send.
2 Select **Send** ✉.
3 Select the pictures or videos to send, or select **Select All** to send the entire album. (A plus sign [**+**] appears next to selected items.)

DID YOU KNOW? You cannot send copyrighted pictures or videos that appear with a Lock icon in Thumbnail View or in the Picture list.

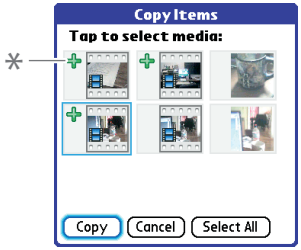
4 Select **Send**.

5 Select how you want to send the picture or video: **Messaging**, **Bluetooth**, or **Email**.

Copying a picture or video

You can copy pictures or videos into another album. You can also copy pictures and videos between your smartphone and an expansion card.

1. From the Album list, select the album that contains the picture(s) or video(s) you want to copy.
2. Press **Menu** .
3. Select **Copy to** from the **Photo** (or **Video**) menu.
4. Select the pictures or videos you want to copy, or select **Select All** to copy the entire album. (A **+** appears next to selected items.)
5. Select **Copy**.
6. Select the **Copy items to** pick list and select whether you want to copy the selected items to your device or to an expansion card.



* Indicates that a picture is selected

7. Select the **Into album** pick list and select the album you want to copy the selected items to.

TIP If you want to copy the items to a new album, select **New Album**, enter a name for the album, and then select whether you want to create the album on your device or an expansion card. Select **OK**.

8. Select **Copy**.

TIP You can also move pictures and videos between albums. Open the **Photo** (or **Video**) menu and select **Move to**. The remaining steps are the same as those for copying pictures, but use the Move commands instead of the Copy commands.

Organizing the contents of an album

1. Open the album you want to organize.
2. Press **Menu** (OK).
3. Select **Album** and then select **Add to album** or **Remove from album**.
4. Select the pictures or videos to add or remove, or select **Select All** to add or remove the entire album. (A plus sign indicates that you want to add the item. An X indicates that you want to remove the item.)
5. Select **Add** or **Remove**.

DID YOU KNOW? You can also open the Album list from Camera or Camcorder applications by selecting the icon in the lower-left corner.

TIP To change the name, add a caption, or view other picture or video information, highlight (or open) the item, open the **Photo** (or **Video**) menu, and select **Details**.

Saving a picture as wallpaper

You can select a picture to use as wallpaper for the Phone application's Main View.

1. Display the picture you want to save as wallpaper.
2. Press **Menu** (OK).
3. Select **Options** and then select **Save as Wallpaper**.
4. When the confirmation message appears, confirm by selecting **Yes**, or decline by selecting **No**.

Adding a picture to a contact entry

1. Display the picture you want to add to a contact.
2. Press **Menu** (OK).
3. Select **Options** and then select **Save as Contact**.
4. Select the contact you want to add this picture to.

Rotating a picture

1. Display the picture you want to rotate.
2. Press **Menu** (OK).
3. Select **Rotate** from the **Photo** menu.
4. Select the orientation.

Deleting a picture or video

1. Open the album that contains the picture(s) or video(s) you want to delete.
2. Press **Menu** (OK).

3 Select **Delete** from the **Photo** (or **Video**) menu.

4 Select the pictures or videos that you want to delete, or select **Select All** to delete the entire album. (An X appears next to selected items.)

5 Select **Delete**.

6 Select **Delete** to confirm the deletion.

TIP You can also highlight a picture or video in Thumbnail View and then press **Backspace** to delete the highlighted item.

Viewing pictures and videos on your computer

When you synchronize your smartphone, your pictures and videos are copied to your desktop computer. You can view pictures in JPG format and videos in MPEG-4 format (3G2 file extension). You can email them to friends using your desktop email application.

BEFORE YOU BEGIN To use your computer to view and edit videos you captured on your smartphone, you must first install QuickTime from the Palm Software Installation CD.

On a Windows computer, you can view and edit synchronized pictures and videos in the Palm Media desktop application. Open Palm® Desktop software and click the **Media** icon. You can refer to the Palm Desktop Online Help for information about using the Palm Media desktop application.

Pocket Tunes™ Deluxe

You can listen to music through the speaker on the back of your smartphone or through a stereo headset or headphones (stereo headphone adapter or 2.5mm stereo headphone or headset required, sold separately). To listen to music on your smartphone, transfer the music files to your smartphone or an expansion card. After you transfer the music files, you can play them using Pocket Tunes™ Deluxe on your smartphone.

Pocket Tunes Deluxe supports MP3, WMA, Protected WMA, AAC, and AAC+ files; you can transfer these file types to your device.

For more information about Pocket Tunes Deluxe, go to pocket-tunes.com/userguide/en/.

DID YOU KNOW? If a call comes in when you're listening to music, you can take the call and the music pauses automatically. After you finish the call, the music starts again.

Transferring music files from your computer

If your files are already on your computer's hard drive, you just need to transfer them onto your smartphone using Windows Media Player.

If an expansion card is inserted into your smartphone, Windows Media Player copies the files to the expansion card. If you don't have an expansion card inserted, the files are copied to your smartphone.

BEFORE YOU BEGIN If you sync your smartphone with a Mac, you need to transfer music files onto a microSD expansion card (sold separately). You cannot transfer files from your Mac directly onto your smartphone.

1. Connect your smartphone to your computer with the USB sync cable.
2. On your smartphone, press **Applications** and select **pTunes**.
3. If you are transferring files from a Mac, insert an expansion card into your smartphone. This step is optional for Windows users.
4. Do one of the following:

   Windows: Open Windows Media Player on your computer. On the **Sync** tab, select **Set Up Sync**. Select **Finish**. In the **Sync** tab, select the files and playlists you want to sync manually. Select **Start Sync**. The files are transferred to your smartphone.

NOTE Do not press the sync button on your cable. Windows Media Player transfers the files, so there's no need to do anything.

Mac: Drag and drop the files onto the **Send To Device** droplet in the **Palm** folder. Select your device name, the file name, and the destination (card). Click **OK**. Synchronize your smartphone with your computer. Be patient; transferring music to an expansion card can take several minutes.

TIP You can also use a card reader accessory (sold separately) to transfer music files from your computer to your expansion card. Create a **Music_Audio** folder in the root directory of the card, and store your music files in this folder.

Transferring music from a CD to your smartphone

WINDOWS ONLY

1. On your computer, open Windows Media Player.
2. Insert the music CD into your computer's CD drive.
3. Select the **Rip** tab.
4. Select **Rip Music**.
5. Transfer files to your smartphone as described in Transferring music files from your computer.

MAC ONLY

1. On your Mac, open iTunes.
2. Insert the music CD into the CD drive on your Mac.
3. Click the **Import** button in the upper-right corner of the iTunes window.
4. When the songs have been imported, click the **Eject Disk** button in the lower-right corner of the iTunes window.
5. Transfer the files to your smartphone as described in Transferring music files from your computer.

Listening to music on your smartphone

CAUTION Protect your hearing. Listening to this device at full volume for a long period of time can damage your hearing.

1 Make sure the **Ringer switch** is set to **Sound On** . See Silencing sounds for more information.

2 Press **Applications** and select **pTunes** .

TIP You can change the settings on your smartphone so that pressing and holding the **Side** button opens Pocket Tunes Deluxe. See Reassigning buttons for details.

3 Use the **5-way** to access any of the following icons:

Play: Plays or resumes playback of the current song.

Next song: Plays the next song.

Previous song: Plays the previous song.

Choose song: Displays a list of songs to choose from.

Pause: Pauses playback.

DID YOU KNOW? You can also press **Space** to pause and resume playback, as well as use the **5-way** to navigate among songs or pause and resume playback.

NOTE To adjust the volume during playback, press the **Volume** button on the side of your smartphone.

1 Progress indicator
2 Choose song
3 Previous song
4 Play/Pause
5 Volume
6 Next song

Pocket Tunes Deluxe continues playing until it reaches the end of your list or until you select **Pause**. Music continues to play even if you switch to another application or turn off your screen. If you want to stop playing music when you exit Pocket Tunes Deluxe, open the **Prefs** menu, select **Background Prefs**, uncheck the **Enable background play** box, and then select **OK**.

Creating a playlist

If you want to play a group of songs in a particular order, you can create a playlist.

1. Press **Applications** and select **pTunes**.
2. Press **Menu**.
3. Select **Actions** and then select **Manage Playlists**.
4. Select **New** and then enter a name for the playlist.
5. Select a category that contains the song you want to add to your playlist, then find the particular song.
6. Select **OK** to add the song to the playlist.
7. To add more songs, select **Add Song**. Select the songs you want to include on the playlist and then select **OK**.

8. Select **Save List**.

TIP To play songs from a playlist, open **Pocket Tunes**, select the **Choose Songs** icon, and then select **Playlists**. Select the playlist you want to play, and then select **All**.

Editing a playlist

1. Press **Applications** and select **pTunes**.
2. Press **Menu**.
3. Select **Actions** and then select **Manage Playlists**.
4. Highlight a playlist and then select **Edit**.

5 Do any of the following:

- To delete a song from the playlist, select the song and then select **Remove**.
- To add a song, select **Add Song**, select the songs you want to add, and then select **OK**.
- To move a song up or down one slot, select a song and then select **Up** or **Down**.

6 Select **Save List**.

TIP To delete a playlist, select **Manage Playlists** from the **Actions** menu, select the playlist, and then select **Delete**. Select **Yes** to confirm the deletion.

CHAPTER

8

Your personal information organizer

Say good-bye to paper calendars and throw away those scribbled to-do lists. Your Palm® Centro™ smartphone is all you need to organize your personal information and keep it with you wherever you go.

You never lose your information, even if your battery is completely drained. All your personal info is backed up each time you synchronize, and your info is kept private when you use the security features on your smartphone. Also, you can easily share info with others electronically.

Benefits

- Track current, future, and past appointments
- Make to-do lists that get done
- Set reminders for appointments, birthdays, important tasks, and more
- Before you call your friend in London, check the time

In this chapter

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Calendar

Calendar is a powerful organizer application that helps you manage your schedule. You can view your calendar by day, week, or month, or as an agenda list that combines your Tasks list and email notifications with your appointments. Schedule repeating meetings or a block of vacation time by creating an event that repeats at an interval you specify. Color-code your appointments by category and add notes with helpful information.

DID YOU KNOW? If your company uses Microsoft Exchange Server 2003 or later, or a Wireless Sync server, you may be able to wirelessly synchronize Calendar events directly with the server. See The Wireless Sync application for information.

Displaying your calendar

Press **Calendar** repeatedly to cycle through the various views:

Agenda View: Shows your daily schedule, the number of unread email messages, and any items on your Tasks list that are overdue or due today. If there's room, Agenda View also lists events on future dates.

Day View: Shows your daily schedule one day at a time.

Week View: Shows your schedule for an entire week. The time frames are based on the Start Time and End Time settings in Calendar Preferences.

Month View: Shows your schedule for a whole month.

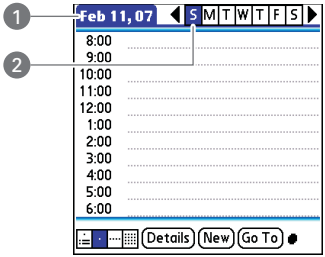
In most Calendar views, you can do the following:

- Open the **Options** menu and select **Year View** to view a calendar for an entire year.
- Use **Left** ◀ or **Right** ▶ to go to another day, week, month, or year—based on the current view. (Not available in Agenda View.)
- Select **Go To** and then select a date from the calendar. (Not available in Agenda View.)

Creating an event

1 Press **Calendar** until Day View appears.

2 Select **Go To** and then select the desired day.



1 Selected date in Day View
2 Selected day

3 Select **New**.

4 Using the keyboard, enter a starting hour and minute for the event, such as 545 for 5:45.

5 Select the **End Time** box and enter the ending hour and minute for the event.

6 To assign a time zone to the event, select the **Time Zone** pick list and select a city in the time zone you want.

7 Select **OK**.

8 Enter a description for the event.

Adding time zone information to events

IMPORTANT If you sync with Palm Desktop software, do not add time zones to your events. Palm Desktop does not support time zones.

If you use Microsoft Outlook, you can use the time zone feature, but you must install the conduit that came with your smartphone (or a subsequent update) on all the computers with which you sync your smartphone. Chapura PocketMirror and other earlier Microsoft Outlook conduits do not support time zones.

To automatically assign a time zone to your events, open the **Options** menu, select **Preferences**, and check the **New events use time zones** box. All your new events will be assigned to your local time zone (existing events aren't affected), and you

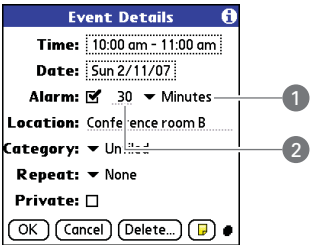
can change the time zone setting for individual events.

If you want your events with time zones to stay at the same time in Calendar regardless of the time zone you are in, go to the **Preferences** app and select **Date & Time**. Select the **Automatically set** pick list, and select **Date and time**. If you select **Date, time and time zone**, the event time shifts if you travel to a different time zone. See Setting the date and time for information.

Adding an alarm to an event

1. In Calendar, select the event.
2. Select **Details**.
3. Check the **Alarm** box and select the number of minutes, hours, or days before the event you would like to receive the alarm.
4. Select **OK**.

TIP The alarm for untimed events is defined by minutes, days, or hours before midnight of the date of the event.

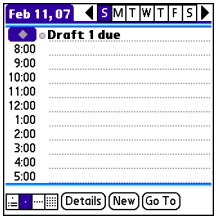


1 Type of time units
2 Number of time units

Creating an untimed event

An untimed event, such as a holiday or deadline, does not occur at a particular time.

1. Press **Calendar** until you are in Day View.
2. Press **Left** or **Right** to go to the date of the event.
3. Make sure no times are highlighted.
4. Begin typing a description of the event. The text appears onscreen, next to a diamond.

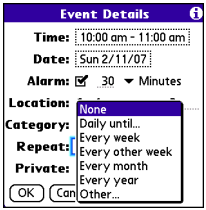


Scheduling a repeating event

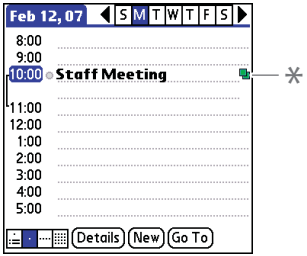
TIP To enter a birthday or anniversary, add this info to the person's Contacts entry and it automatically appears in your Calendar.

TIP To enter a holiday, create an untimed event. Then, from the Details screen, select **Every year** as the repeat interval.

1. Create an event, and then select it.
2. Select **Details**.
3. Select the **Repeat** pick list, and then select a repeat interval. If the interval you need doesn't appear on the list, select **Other** to define a custom interval.



4. Select **OK**.



* Icon indicates a repeating event

DID YOU KNOW? If you sync with Microsoft Outlook and your events include other people, a With field appears in the Details dialog box and your attendee info appears in this field after you sync.

Color-coding your schedule

Use color-coding to quickly spot various types of events. For example, make appointments with family green, co-workers blue, and friends red. Follow these steps to create a category and assign it a color code.

1. In Day View, select an event description or select an empty time slot.
2. Select **Details**.
3. Select the **Category** pick list and select **Edit Categories**.
4. Do one of the following:
   - To create a new category, select **New** and then enter a category name.
   - To add a color to an existing category, select a category and select **Edit**.
5. Select the color you want to give this category, and then select **OK**.
6. (Optional) Repeat steps 4 and 5 to add or edit more categories.
7. Select **OK** two more times.

   Now that the categories are set up with colors, you can assign categories to your events to color-code them. See the next section for details.

Changing or deleting an event

1. Select the event you want to edit or delete.
2. Select **Details**.
3. In addition to the settings covered earlier in this chapter, you can also change any of the following settings:

   Date and Time: Displays when the event takes place. Change these settings to reschedule the event.

   Location: Provides a description of where the event takes place.

   Category: Sets the color-coded category for this event.

   Note : Provides space for you to enter additional text.

   Delete: Removes the event from your calendar.
4. Select **OK**.

TIP To save memory, you can purge your old events. Open the **Record** menu and select **Purge**. Select the **Delete events older than** pick list and select a time frame. Select **OK**.

Customizing display options for your calendar

1 Press **Menu** .

2 Select **Options** and then select **Display Options**.

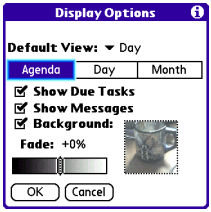
3 Select the **Default View** pick list and select the view you want to see when you open Calendar.

4 Select **Agenda** and set any of the following options:

Show Due Tasks: The tasks that are due today and the tasks that are overdue appear in Agenda View.

Show Messages: The number of read and unread email messages is displayed in Agenda View.

Background: A favorite photo becomes the Agenda View background. Check the **Background** box, select the image placeholder, and then select a photo. Adjust the fade setting so that the text is easy to read against the photo.



5 Select **Day** and set any of the following options:

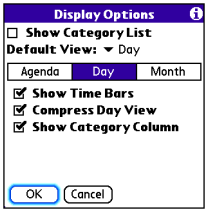
Show Category List: The Category pick list appears in Day View.

Show Time Bars: The time bars appear in Day View to show the duration of an event and to illustrate event conflicts.

Compress Day View: When this box is unchecked, all time slots appear on the screen. When this box is checked, start and end times appear for each event, but blank time slots near the bottom of the screen disappear to minimize scrolling.

Show Category Column: The color-coded category marker appears between the time and the description to

indicate under which category the event is filed.



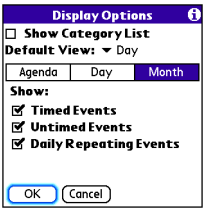
6 Select **Month** and set any of the following options:

Show Category List: The Category pick list appears in Month View.

Timed Events: The events that are scheduled for a specific time appear in Month View.

Untimed Events: The events that are scheduled for a specific date but not a specific time appear in Month View.

Daily Repeating Events: The events that repeat every day appear in Month View.



7 Select **OK**.

Selecting alarm tones

1 Press **Menu**.

2 Select **Options** and then select **Sound Preferences.**

3 Select the **Application** pick list and select **Calendar**.

4 Select the **Volume** pick list and select the volume level.

5 Select the **Vibrate** pick list and select when you want your smartphone to vibrate for an event alarm.

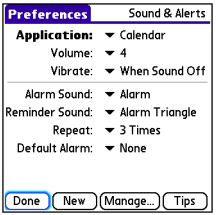
6 Select **tones** from any of the following pick lists:

Alarm Sound: The tone that plays the first time your alarm goes off.

Reminder Sound: The tone that plays if an alarm is not acknowledged and the alarm repeats itself.

Repeat: The number of times the alarm repeats itself if the alarm is not acknowledged.

Default Alarm: A default amount of time before the event for which the alarm goes off.



7 Select **Done**.

TIP You can also record sounds and use them as alarms. In **Preferences**, select **Sound & Alerts** and then select **Manage**.

To record a sound, select **New**.

To play a sound, select it and press **Center** on the 5-way.

To delete a sound, select it and press **Backspace**.

To send a sound, select it and then select **Send**.

DID YOU KNOW? Your smartphone includes a silent alarm that can vibrate even when the Ringer switch is set to Sound Off.

World Clock

World Clock displays the day and time in three cities anywhere around the globe. Whether you're traveling or staying home, it's easy to keep track of the best time to reach your business associates, friends, and family in faraway places.

Selecting cities

Whatever city's time appears above the world map is the system time for your device, including for all events in your Calendar. Be sure this city is always located in the time zone where you're currently located.

TIP If you did not select the option to get the date and time from the mobile network, you can set the city at the top of the screen to a fixed location.

Below the world map, you can view the time in two other cities.

TIP If you travel a lot, you may want to select your home city as one of these two cities, so that you always know what time it is at home.

1. Press **Applications** and select **World Clock**.
2. Select one of the **City** pick lists and then select a city in the time zone you want to track.

DID YOU KNOW? You can run your stylus over the map to see the time in other cities. The shadow over the map represents nighttime moving across the globe.

TIP World Clock does not automatically update the system time for daylight-saving time. To change the Daylight Savings Time setting, see Setting the date and time.

Adding cities

If the city you want to display is not in the predefined list, you can add it.

1. Select a **City** pick list and select **Edit List** at the end of the list.
2. Select **Add**.
3. Select a location in the same time zone as the city you want to add, and then select **OK**.

4 Enter the name of the city.

5 (Optional) Select **Location** to adjust the latitude and longitude for the location, either by moving the cross hairs on the map, or by entering the coordinates. Then select **OK**.

6 If the city is not on daylight-saving time, uncheck this box. If daylight-saving time is observed, enter **Start** and **End** dates.

7 Select **OK** and then select **Done**.

Setting an alarm

The next time you travel, don't rely on a hotel alarm clock to get you to that important meeting. Use your smartphone instead. World Clock includes a built-in alarm feature that you can use as a travel alarm.

1 Select **Off** in the upper-right corner.

2 Select the time you want the alarm to sound.

3 Select **OK**.

TIP To customize the alarm sound and volume, open the **Options** menu and select **Alarm Preferences**.

TIP Make sure the **Ringer switch** is set to **Sound On**, so that you can hear the alarm.

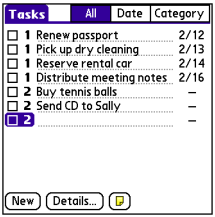
Tasks

You can use Tasks to remind you of tasks you need to complete and to keep a record of when you finish tasks.

Adding a task

1 Press **Applications** and select **Tasks**.

2 Select **New** to create a new task.



3 Enter a description of the task. The text can be longer than one line.

Setting task priority, due date, and other details

The Details dialog box enables you to assign a priority level, due date, category, privacy flag, and other details for each task.

1 Select the task to which you want to assign details.
2 Select **Details**.
3 Set any of the following:

Priority: Select the priority number for this task (1 is the most important). Later you can arrange your tasks based on the importance of each task.

TIP You can also select the priority from the Tasks list by selecting the number next to a task and then selecting a priority level.

Category: Assign the task to a specific category.

Due Date: Select the **Due Date** pick list and select a due date for the task.

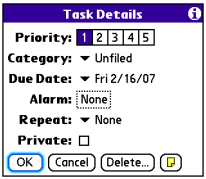
TIP If you turn on the Show Due Dates option in the Tasks Preferences screen, you can select the due date in the Tasks list to set a new date.

Alarm: Set an alarm for this task.

Repeat: Indicate whether the task occurs at regular intervals and how often it repeats. When you check off a repeating task, the next instance of this task automatically appears in your task list.

Private: Check this box to mark this task private. See Working with private entries for additional information.

: Select this button to enter additional text that you want to associate with the task.



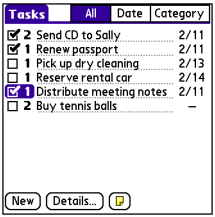
4 Select **OK**.

TIP Press **Menu** to access other features such as importing phone numbers into the Tasks list.

Checking off a task

1 Select the task you want to check off.

2 Press **Center** ◯ or tap the check box to check off the task.



TIP If you accidentally check off a task and need to uncheck it, highlight the task again and press **Center** on the 5-way to uncheck it.

TIP You can set Tasks to record the date that you completed a task, and you can select to show or hide completed tasks. Completed tasks remain in the memory of your smartphone until you purge them.

DID YOU KNOW? Overdue tasks have an exclamation point (!) next to the due date.

Organizing your tasks

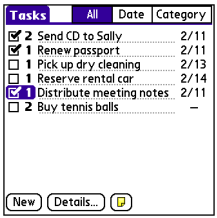
In the Tasks list, select one of these options:

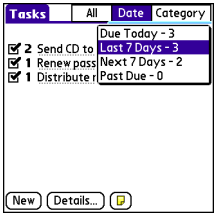
All: Displays all your tasks.

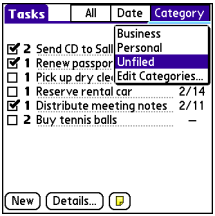
Date: Displays tasks that are due in a specific time frame. With **Date** selected, press **Down** ▼ to select the pick list, and

then press **Center** to see the various options: **Due Today**, **Last 7 Days**, **Next 7 Days**, or **Past Due**.

Category: Displays tasks that are assigned to the selected category. Select the **Category** pick list to select a different category.







Deleting a task

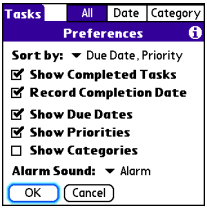
1. Select the task you want to delete.
2. Press **Menu** .
3. Select **Delete Task** from the **Record** menu.
4. Select **OK**.

TIP To save memory, you can purge all completed tasks. Open the **Record** menu and select **Purge**. Select **OK**.

Customizing Tasks

The Tasks Preferences screen enables you to control the appearance of the Tasks list screen.

1 In the Tasks list screen, press **Menu** .



2 Select **Options** and then select **Preferences**.

3 Set any of the following preferences:

Sort by: Indicates the order in which your tasks appear in the list.

Show Completed Tasks: Displays tasks you've checked off.

Record Completion Date: Replaces the due date with the completion date when you complete (check off) the task.

Show Due Dates: Displays task due dates and inserts an exclamation point (!) next to overdue tasks.

Show Priorities: Displays the priority setting for each task.

Show Categories: Displays the category for each task.

Alarm Sound: Sets the sound for the alarms you assign to your tasks.

4 Select **OK**.

DID YOU KNOW? You can display your tasks in Agenda View of your calendar. See Customizing display options for your calendar for details.

CHAPTER

9

Your memos and documents

With its ability to store large amounts of important information, your Palm® Centro™ smartphone lets you take your office with you—including your Microsoft Office and PDF files. You can keep updated copies of the files on both your smartphone and your computer so that you can work on them anytime.

Leave your note pad and voice recorder at home. Use Memos to type notes. Use Voice Memo to record notes, agenda items, and other important thoughts, and play them back, right on your smartphone. You can even send your notes and voice memos to a friend or colleague by attaching them to an email or multimedia message.

Benefits

- Manage Word, Excel®, PowerPoint, and PDF files on your smartphone
- Improve productivity by taking important docs, spreadsheets, and presentations with you
- Capture thoughts on the fly

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Documents To Go® Professional

NOTE The Palm Software Installation CD includes the software from DataViz. On your smartphone, the companion for Documents To Go is named Documents and it's already installed on your smartphone.

With the Documents application, you can take your important office info with you. You can carry, create, view, and edit Microsoft Word and Excel files directly on your smartphone. You can also view, carry, and manage PowerPoint and PDF files. For example, you can open email attachments, files you download with the web browser, and files stored on an expansion card—as long as the files are in a supported format.

NOTE The version of Documents To Go that comes with your smartphone supports viewing of Microsoft Office 2007 documents. To edit Office 2007 files on your smartphone, however, you must save the files in Office 2003 format. For information about an upgrade that supports Office 2007, go to dataviz.com (additional fees may apply).

If you install the Documents To Go desktop software (from the Palm Software Installation CD), you can use Documents To Go to transfer files from your computer to your smartphone when you synchronize.

Here are a few more examples of what you can do with Documents:

- Send email attachments in Word, Excel, PowerPoint, and Acrobat file formats (DOC, XLS, PPT, and PDF).
- Download and view Word, Excel, PowerPoint, and Acrobat files (DOC, XLS, PPT, and PDF).
- Create or edit a Word-compatible document or Excel-compatible spreadsheet on your smartphone, and then save it in the native DOC or XLS format.
- Create a PowerPoint presentation on your computer, use the Documents To Go desktop application to optimize the file for your smartphone, and then sync the file onto your smartphone to view it on the go.

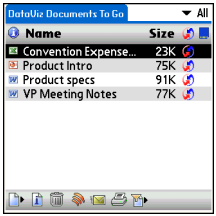
NOTE The Documents application does not support some editing functions, such as multiple font sizes and spell checking.

TIP For more info on the Documents application on your smartphone, go to dataviz.com. If you installed the desktop application from the Palm Software Installation CD, you can also click the **Documents To Go** icon on your computer, and then click **Help**.

TIP Install the **Files** application from the Palm Software Installation CD to easily browse and manage files on an expansion card.

Opening a document

1 Press **Applications** and select **Documents**.



2 Select the document you want from the list.

After you download or detach an Office file on your smartphone, you can save it.

1 Open the downloaded file, press **Menu** and select **Save As** from the **File** menu.

2 **Rename the file** and select the location where you want to store the file: your smartphone or an expansion card.

3 Select **OK**.

Later, go to Documents to open the file again.

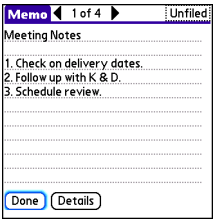
Memos

Memos are a great way to store notes on your smartphone.

DID YOU KNOW? Each memo can include 4,096 characters of text.

Creating a memo

1. Press **Applications** and select **Memos**.
2. Enter the text you want to appear in the memo.
3. Select **Done**.



TIP You can assign categories to your memos. Open the memo you want to change, select the **category** pick list at the top of the screen, and select a category.

Deleting a memo

1. Open the memo you want to delete.
2. Press **Menu**.
3. Select **Delete Memo** from the **Record** menu.
4. Select **OK**.

Voice Memo

Voice Memo provides a place for you to record and play back notes and other important thoughts directly on your smartphone.

Creating a voice memo

When recording a voice memo, hold your smartphone with the screen facing you while you're speaking.

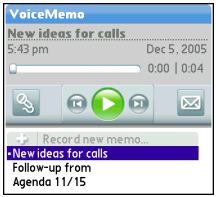
1. Press **Power/End** to turn on your smartphone, and then press and hold the **Side** button.
2. When the Recording message appears, begin speaking.
3. When you finish recording, release the **Side** button.
4. (Optional) Enter a title for the memo.

   The memo is automatically saved to your smartphone.
5. (Optional) Enter a title for the memo.

> **TIP** If you need to pause while recording, press and hold **Center** on the 5-way. Release the button to resume recording.
>
> **DID YOU KNOW?** You can use a voice memo as a ringtone. Highlight the voice memo in the list, open the **Voice Memo** menu, and then select **Copy to Ringtone**.

Listening to a voice memo

1. Press **Applications** and select **Voice Memo**.
2. In the Voice Memo list, navigate to the voice memo title and then press **Center** to select it. The voice memo begins to play.



3 Press **Center** ◯ to pause or stop playback.

TIP To adjust the volume level, press the **Volume** button on the side of your smartphone.

TIP To change a voice memo title, open the **Voice Memo** menu and select **Rename Memo**.

DID YOU KNOW? You can send a voice memo in an email or MMS message (see the documentation for your email application, or Creating and sending a text message). You can also use Bluetooth® wireless technology to send a voice memo to a nearby Bluetooth device (see Sending info over a Bluetooth® wireless connection).

CHAPTER

10

Your application and info management tools

Synchronization is a great way to transfer, update, and back up info on your Palm® Centro™ smartphone. Synchronizing simply means that info you entered or updated in one place (your smartphone or your computer) is automatically updated in the other. There's no need to enter the info twice.

Expansion cards (sold separately) provide a compact and limitless storage solution. When one card becomes full, simply use another card to carry your extra music and video clips and to install and run games and other software, from dictionaries to travel guides.

Benefits

- Locate info in your applications with the Find feature
- Install applications, games, and other software
- Quickly enter, update, and protect your info on your computer and your smartphone
- Store, carry, and exchange info

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Using Find

The Find feature locates any text in the built-in applications and databases and in some third-party applications, including Office files stored in Documents. The Find feature searches for the group of characters you specify, including characters that are part of a word. Find is not case-sensitive.

DID YOU KNOW? Find locates any word that begins with the text you enter. For example, entering "plane" finds "planet" but not "airplane."

1. Press **Option** and then press **Shift/ Find** to open the Find dialog box.
2. Enter the text you want to find.
3. Select **OK** to start the search.
4. In the search results, select the text you want to review, or select **Find More** to continue the search.

Viewing and using the alerts

The Alert dialog box on your smartphone shows info about incoming items, such as new messages and Calendar events. An alert also notifies you when you miss a phone call.

To view the Alert dialog box, tap the blinking bell with your stylus when it appears in the upper-left corner of any screen, or press and hold **Center** when the blinking bell appears.

In the Alert dialog box, you can do any of the following:

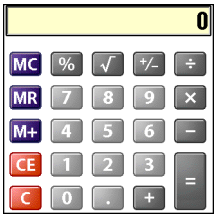
- Check the box next to the alert to remove it from the list.
- Select the alert to open the corresponding application and view the alert item (message, event, missed call, and so on).
- Select **Done** to close the Alert dialog box. The alert remains active and the bell continues to blink in the upper-left corner of the screen.
- Select **Clear All** to delete all alerts in the Alert dialog box.

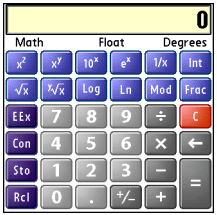
Calculator

Calculator includes a basic calculator, plus an advanced calculator with scientific, financial, and conversion functions.

Switching between Basic and Advanced Calculator Modes

1. Press **Applications** and select **Calc**.
2. Press **Menu**.
3. Select **Options** and then select **Advanced Mode** or **Basic Mode**.





TIP In Basic Mode, you can also press **Right** on the 5-way to switch to Advanced Mode. In Advanced Mode, press **Right** on the 5-way to cycle between functions, and press **Left** on the 5-way to return to Basic Mode.

DID YOU KNOW? You can tap the onscreen number pad or use the keyboard to input numbers.

Selecting functions in Advanced Calculator Mode

1. Switch to **Advanced Mode** (see the preceding procedure).
2. Press **Menu**.
3. Select **Options** and then select the type of function you want to use:

Math: Advanced mathematical functions such as exponents, roots, and logarithms.

Trig: Trigonometric functions such as sine, cosine, tangent, and variants.

Finance: Financial calculator functions such as APR and amortization.

Logic: Hexadecimal characters in keypad, plus logic functions such as And, Not, Or, and Xor.

Statistics: Statistical functions such as sum, factorial, and random number generator.

Weight/Tmp: Weight and temperature conversions for metric and English values.

Length: Length conversions for metric and English values.

Area: Area conversions for metric, traditional, and English values.

Volume: Volume conversions for metric and English values.

4. Press **Menu**.

5 Select **Pref** and then select the decimal display format: **Float**, **Fixed(x)**, **Sci(x)**, or **Eng(x)**.

6 Press **Menu** .

7 Select **Pref** and then select the number display format: **Degrees**, **Radians**, or **Grads**.

TIP Select **Sto** to store a number in one of ten memory slots. Select **Rcl** to recall a stored number.

TIP Select **Con** to access a list of mathematical constants such as Avogadro's number or the speed of light.

Installing applications

Your smartphone comes with several built-in and ready-to-use applications. You can also install additional applications, such as business software, games, and more. The Palm Software Installation CD includes several bonus software apps, and you can purchase other third-party Palm OS® by ACCESS apps as well. To learn about applications you can purchase for your smartphone, go to palm.com/centroverizon-support.

NOTE The instructions in this section tell you how to install basic PRC (Palm OS application) and PDB (Palm OS database) files on your smartphone. Some Palm OS software uses an installer or wizard to guide you through the process. For details, consult the documentation that came with the software.

Installing bonus software from My Centro on your device

My Centro lets you download and install software that you can use on your smartphone. If the software has a desktop component in addition to a smartphone component, you need to download the software to your computer first. See Installing bonus software from My Centro on your computer for info on installing software that includes a desktop component.

1 Press **Applications** and select **My Centro** .

2 Select the **Bonus** tab.

3 Select the **Install** link below the name of the application you want to install.

Repeat step 3 to install additional applications.

Installing applications from the Internet

You can use the web browser on your smartphone to install Palm OS files (PRC or PDB) directly from the Internet. When you download a PRC or PDB file, it is automatically installed on your smartphone. If a file is compressed (for example, as a ZIP or SIT file), you need to download it to your computer, expand the file, and then synchronize to transfer the expanded file to your smartphone.

NOTE Make sure the application you download is compatible with your device.

1 Open the web browser (see Viewing a web page).
2 Go to the page that contains the link to the application you want to download.
3 Press **Left** ◀ or **Right** ▶ to highlight the link to the file, and then press **Center** ⬭ to initiate the download process.
4 Follow the onscreen instructions to accept and install the application.

Installing bonus software from My Centro on your computer

1 On your computer, go to palm.com/centroverizon-support.
2 Follow the onscreen instructions to download the application(s) you want to install.
3 When prompted to select either Save or Run, select **Run** to place the application(s) in the install queue.
4 Synchronize your smartphone with your computer to install the application(s) on your smartphone.

Installing other third-party applications from a computer

When you download an application to your computer, it is probably in a compressed format such as a ZIP or SIT file. If the file is compressed, you need to use a decompression utility on your computer, such as WinZip or Allume Stuffit Expander, before you install the application on your smartphone.

BEFORE YOU BEGIN To install an app from your computer to your smartphone, you must first install Palm® Desktop software on your computer (see Installing the desktop synchronization software).

1. On your computer, open **Palm Desktop**.
2. **Windows:** Drag and drop the file(s) onto the Palm desktop installation tool.

   Mac: Drag and drop the file(s) onto the **Send To Device** droplet in the **Palm** folder.

3. Select your device name from the **User** list, and then click **OK**.
4. Synchronize your smartphone with your computer to install the application(s) on your smartphone.

TIP Want to install an app to an expansion card rather than to your smartphone?

Windows: Open the installation tool of Palm Desktop and drag the file to the **Expansion Card** pane.

Mac: In the menu for Palm Desktop software, click **HotSync**, select **Install Handheld files**, and select **expansion card** as the file's destination.

TIP On a Windows computer, you can also access the installation tool by selecting its icon in Palm Desktop software, or the **Programs** folder in the **Start** menu.

Getting help with third-party applications

If you encounter a problem (such as an error message) with a third-party application, contact the application's author or vendor. For general troubleshooting of third-party applications, see Third-party applications.

Removing applications

If you decide that you no longer need an application, or you want to free up memory, you can remove apps from your smartphone or an expansion card (for more on expansion cards, see Inserting an expansion card). You can remove only apps, patches, and extensions that you install; you cannot remove the built-in apps that reside in the ROM portion of your smartphone.

DID YOU KNOW? Some applications are factory installed on your smartphone and cannot be deleted. These are listed with a Lock icon next to them.

DID YOU KNOW? Applications deleted from your smartphone are kept on your computer in the Archive folder of your user folder. If you have trouble locating your user folder, see I can't find my user folder.

1. Press **Applications** .
2. If you want to remove an application from an expansion card, insert the card into your smartphone.
3. Press **Menu** .
4. Select **Delete** from the **App** menu.
5. Select the **Delete From** pick list and select the location of the application you want to remove: **Phone** or **<card name>**.
6. Select the application that you want to remove.

WARNING Warning: Be certain to delete only files that you know belong to the application you want to remove. When in doubt, it's best not to delete a file, to avoid damaging an application you still want to use.

7. Select **Delete** and then select **Yes** to confirm the deletion.
8. Synchronize to remove the application from the Backup subfolder on your computer.

Manually deleting applications

If an app you delete reappears on your smartphone, you may need to manually delete the app from your computer.

1 Locate your **Backup** subfolder on your computer.

Windows: C:\Program Files\Palm\<*device name*>.

Mac: Mac HD\Applications\Palm\Users\<*device name*>.

If you upgraded from a previous version of Palm Desktop, your Backup subfolder may be located in the palmOne or Handspring folder.

2 If you find a **PRC** or **PDB** file for the application you just removed, delete the file from the **Backup** subfolder.

3 Delete the file from your device again.

Viewing application info

The Info screens display basic statistics about the applications on your smartphone.

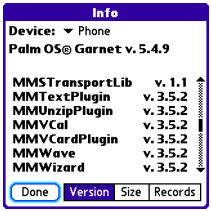
1 Press **Applications** .

2 Press **Menu** .

3 Select **Info** from the **App** menu.

4 Select the **Device** pick list and select the location of the app you want to view info for: **Phone** or **<card name>**.

5 At the bottom of the screen, select the type of information you want to view:



Version: The version numbers of applications on your smartphone.

Size: The size (in kilobytes) of applications and information on your smartphone.

Records: The number of entries in various applications on your smartphone.

6 Scroll to the application you want to see info about.

7 Select **Done**.

Sending information with Bluetooth® wireless technology

The range of Bluetooth® wireless technology is up to 30 feet (10 meters) in optimum environmental conditions. Performance and range may be affected by physical obstacles, radio interference from nearby electronic equipment, and other factors.

TIP Check your battery level before establishing a Bluetooth wireless connection. If the battery level is very low, you can't make a Bluetooth wireless connection.

Sending info over a Bluetooth® wireless connection

In most applications, you can send an individual entry or item such as a contact or a picture. You can also send all the entries in a category, such as all contacts in the Business category.

1 Press **Applications** and select **Bluetooth**.

2 Select **Bluetooth On**.

3 Open an application.

4 Select the entry or category you want to send. You cannot send an item that has a lock next to it.

5 Press **Menu**.

6 Select **Send** from the leftmost menu.

7 Select **Bluetooth** and then select **OK**.

8 Select the receiving device(s) from the Discovery Results list, and then select **OK**.

9 Wait for a message to indicate that the transfer is complete before you continue using your smartphone.

Sending an app over a Bluetooth wireless connection

1 Press **Applications** and select **Bluetooth**.

2 Select **Bluetooth On**.

3 Press **Applications**.

4 Press **Menu**.

5 Select **Send** from the **App** menu.

6 Select the **Send From** pick list and select the location of the app you want to send: **Phone** or **<card name>**.

7 Select the application you want to transfer. You cannot send an item that has a lock next to it.

8 Select **Send**.

9 Select **Bluetooth** and then select **OK**.

10 Select the receiving device(s) from the Discovery Results list, and then select **OK**.

11 Wait for a message to indicate that the transfer is complete before you continue using your smartphone.

Receiving info over a Bluetooth wireless connection

1 Press **Applications** and select **Bluetooth**.

2 Select **Bluetooth On**.

3 Select the **Visibility** pick list and select one of the following:

Visible: Enables Bluetooth devices that are not on your Trusted Devices list to request a connection with your smartphone. Your smartphone remains accessible to other devices until you turn this option off. After you've finished using this setting, remember to change it back to Hidden.

Temporary: Enables Bluetooth devices that are not on your Trusted Devices list to request a connection with your smartphone during the next two minutes. Your smartphone reverts to the Hidden setting and becomes inaccessible to other devices after two minutes.

4 Use the other device to discover your smartphone and send information to it:
   - See the other device's documentation to learn how to discover and send information over a Bluetooth wireless connection.
   - If the Ringer switch is set to Sound On, your smartphone beeps to notify you of the connection and then prompts you to accept the info. Select a category or expansion card to file the item(s). If you don't select a category, the item(s) goes into the Unfiled category.
5 Select **Yes** to receive the information or **No** to refuse it.

TIP The Device Name in the Bluetooth app is the name other devices with Bluetooth wireless technology see when they connect to your smartphone. The default name is the name you gave your device during setup. You can change this name if you want to.

DID YOU KNOW? When you receive an application over a Bluetooth connection, you can store the application on your smartphone or send it to an expansion card inserted into the expansion card slot.

Beaming information

Your smartphone is equipped with an IR (infrared) port so that you can beam information to another device with an IR port—provided the other device supports IR communications with Palm OS devices. The IR port is located on the side of your smartphone, next to the expansion card slot, behind the small dark shield.

TIP For best results, the path between the two devices must be clear of obstacles, and both devices must be stationary. If you have difficulty beaming, shorten the distance and avoid bright sunlight.

Beaming an entry

You can beam an individual entry or item such as a contact or a picture. You can also beam all the entries in the selected

category, such as all the contacts in the Business or Family category.

TIP Beam your business card in two key presses: From the Phone application's Main View, press **Menu**, and then press the **M** key. See Creating a business card for beaming for instructions on creating a business card.

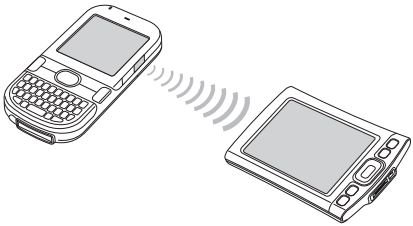
1. Open the application that holds the entry you want to beam.
2. Select the entry or category you want to beam. You cannot beam an item that has a lock icon next to it.
3. Press **Menu**.
4. Select **Record** and then select one of the following:

   Beam: Sends an individual record.

   Beam Category: Sends all entries in the current category.

DID YOU KNOW? If you beam a bookmark or saved page from the web browser, it beams the URL, not the contents of that page.

5. When the Beam Status dialog box appears, point the IR port on your smartphone directly at the IR port of the receiving device.
6. Wait for the Beam Status dialog box to indicate that the transfer is complete before you continue using your smartphone.



Beaming an application

Not all applications can be beamed. A lock icon appears on the Beam screen next to applications that cannot be beamed.

1. Press **Applications**.
2. Press **Menu**.
3. Select **Beam** from the **App** menu.
4. Select the **Beam From** pick list and select the location of the application you want to beam: **Phone** or **<card name>**.

5 Select the application you want to transfer.
6 Select **Beam**.
7 When the Beam Status dialog box appears, point the IR port on your smartphone directly at the IR port of the receiving device.
8 Wait for the Beam Status dialog box to indicate that the transfer is complete before you continue using your smartphone.

Receiving beamed information

BEFORE YOU BEGIN Make sure that the **Beam Receive** option in Power Preferences is set to **On**. See Optimizing power settings for details.

1 Turn on your screen.
2 Select the beam command on the transmitting device.
3 Point the IR port on your smartphone directly at the IR port of the transmitting device to open the Beam Status dialog box.
4 When the Beam Status dialog box appears, select a category for the entry.
5 Select **Yes** to receive the information or **No** to refuse it.

TIP If you do not select a category when you receive a beamed item, the item is placed in the Unfiled category.

TIP If you can't receive beamed info, make sure that you are not running a third-party app that disables beaming. If you still can't receive a beam, try a soft reset (see Resetting your smartphone).

DID YOU KNOW? You can store a beamed app on your smartphone or send it to an expansion card inserted into the expansion card slot.

Synchronizing information—advanced

Changing which applications sync

By default, information from Calendar, Contacts, Memos, Pictures & Videos, and Tasks is updated each time you synchronize your smartphone. You can change which applications synchronize. For

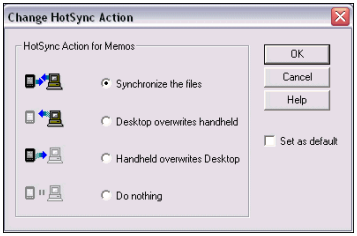
example, if you don't use the Memos application and you want to speed up synchronization, you can turn off synchronization for Memos.

TIP **Windows** If you set up your smartphone to sync with Outlook, you can learn how to change which applications synchronize and change their synchronization settings by doing the following: Click the **HotSync manager** icon in the taskbar and select **Custom**. Select a conduit that syncs with Outlook, click **Change**, and then click **Help**.

WINDOWS ONLY

1. Click **HotSync® manager** in the taskbar in the lower-right corner of your screen.
2. Select **Custom**.
3. Select your device name from the **User** list at the top of the screen.
4. Select the application for which you want to turn synchronization on or off, and then click **Change**.
5. Select **Synchronize the files** to turn on synchronization for an app.

Select **Do nothing** to turn off synchronization for an app that currently synchronizes (for example, to turn off synchronization for Memos if you do not use this app).



NOTE If you want the information in one location (on your smartphone or on your computer) to completely replace the information in the other location for that app, select one of the two overwrite options. For example, if the Calendar info on your smartphone is accurate but the info on your computer has become corrupted, select **Handheld overwrites Desktop** for the Calendar app to have your smartphone info replace your computer info. Note that "handheld" refers to your

smartphone and "desktop" refers to your computer.

6 (Optional) If you want to make this change permanent, check the **Set as default** box. Otherwise, your change affects only one synchronization (the next one you do); thereafter, the synchronization action reverts to what it was before the change.

7 Click **OK**.

8 (Optional) To turn synchronization on or off for other apps, repeat steps 4, 5, 6, and 7 for each application you want to change.

9 Click **Done**.

MAC ONLY

1 Double-click the **Palm Desktop** icon in the **Palm** folder.

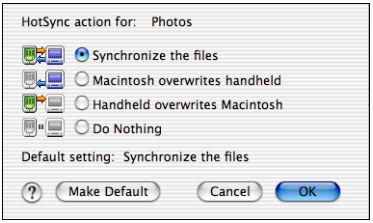
2 From the **HotSync** menu, select **Conduit Settings**.

3 From the **User** pop-up menu, select your device name.

4 Select the application for which you want to turn synchronization on or off, and then click **Conduit Settings**.

5 Select **Synchronize the files** to turn on synchronization for an app.

Select **Do nothing** to turn off synchronization for an app that currently synchronizes (for example, to turn off synchronization for Memos if you do not use this app).



NOTE If you want the information in one location (smartphone or computer) to completely replace the information in the other location for that app, select one of the two overwrite options. For example, if the Calendar info on your smartphone is accurate but the info on your Mac has become corrupted, select **Handheld**

overwrites Macintosh for the Calendar app to have your smartphone info replace the info on your Mac. Note that "handheld" refers to your smartphone.

6 (Optional) If you want to make this change permanent, click **Make Default**. Otherwise, your change affects only one synchronization (the next one you do); thereafter, the synchronization action reverts to what it was before the change.

7 Click **OK**.

8 (Optional) To turn synchronization on or off for other apps, repeat steps 4, 5, 6, and 7 for each application you want to change.

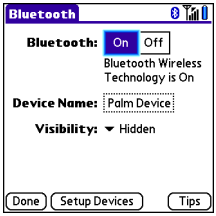
9 Close the Conduit Settings window.

Setting up a Bluetooth connection for synchronization

If your computer is enabled with Bluetooth wireless technology, you can synchronize wirelessly over a Bluetooth connection.

1 Press **Applications** and select **Bluetooth** .

2 Select **Bluetooth On**.



3 (Optional) Enter a device name that identifies your smartphone when it is discovered by other Bluetooth devices.

TIP The device name you enter is the name that other devices with Bluetooth wireless technology see when they connect to your smartphone. The default name is the name you gave your device during setup. You can change this name if you want to.

NOTE Use the same device name for all your Bluetooth connections. If you change the device name, you need to re-create any partnerships you have already created.

4 Select the **Visibility** pick list and select **Visible** or **Temporary**.

TIP After you form a partnership with a device, you can change the **Visibility** setting back to **Hidden**. That way only devices with which you've already formed a partnership can find your smartphone. New devices cannot request a connection.

5 Select **Setup Devices**.

6 Select **HotSync Setup**.

7 Follow the onscreen instructions to create a partnership between your smartphone and your computer. In some cases you may need to perform setup steps on your computer before you can complete this step. Check your computer's documentation for specific setup instructions.

8 After you finish the HotSync setup, select **Done** to return to Applications View.

You're now ready to sync your smartphone with your Bluetooth computer.

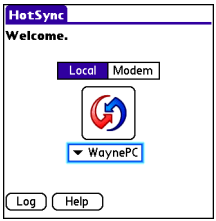
Synchronizing over a Bluetooth connection

When you synchronize using the Bluetooth wireless feature on your smartphone, you don't need your sync cable. This is especially useful if you travel with a laptop enabled with Bluetooth wireless technology.

BEFORE YOU BEGIN Verify the following on your computer:

- It includes built-in Bluetooth wireless technology or a Bluetooth adapter.
- Bluetooth is turned on.
- The HotSync manager is active. On a Windows computer, you know the HotSync manager is active when its icon appears in the lower-right corner of your screen.

1 Press **Applications** and select **HotSync**.



2 Select **Local**.

3 Select the pick list below the HotSync icon, and then select the name of the PC you set up for Bluetooth synchronization (see Setting up a Bluetooth connection for synchronization).

4 Select the **HotSync** icon on your smartphone.

When synchronization is complete, a message appears at the top of your smartphone screen. Be patient; synchronization may take a few minutes.

Synchronizing over an infrared connection

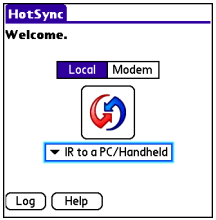
When you synchronize using the IR port on your smartphone, you don't need your sync cable. This is especially useful if you travel with an IR-enabled laptop.

BEFORE YOU BEGIN Verify the following on your computer:

- It has an enabled IR port or an IR device attached to it. Check your computer's documentation to see if it supports IR communication.
- The HotSync manager is active. On a Windows computer, you know the HotSync manager is active when its icon appears in the lower-right corner of your screen.

WINDOWS ONLY

1 On your computer, click **HotSync manager** in the taskbar in the lower-right corner of your screen. Make sure that **Infrared** is selected.



2 On your smartphone, press **Applications** and select **HotSync**.

3 Select **Local**.

4 Select the pick list below the HotSync icon and select **IR to a PC/Handheld**.

5 Position the IR port on your smartphone within a few inches of your computer's IR port.

6 Select the **HotSync** icon on your smartphone.

When synchronization is complete, a message appears at the top of your smartphone screen. Be patient; synchronization may take a few minutes.

MAC ONLY

1 Double-click the **HotSync manager** icon in the **Palm** folder.

2 Click the **HotSync Controls** tab, and then select **Enabled**.

3 Click the **Connection Settings** tab, and then check the **On** box next to **IR port**.

4 Close the HotSync Software Setup window.

5 On your smartphone, press **Applications** and select **HotSync**.

6 Select **Local**.

7 Select the pick list below the HotSync icon and select **IR to a PC/Handheld**.

8 Position the IR port on your smartphone within a few inches of your Mac's IR port.

9 Select the **HotSync** icon on your smartphone.

When synchronization is complete, a message appears at the top of your smartphone screen. Be patient; synchronization may take a few minutes.

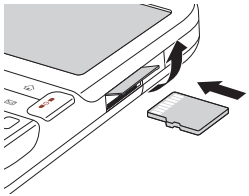
Using expansion cards

The expansion card slot on your smartphone enables you to add microSD cards to extend the storage capacity of your smartphone (expansion cards sold separately). Here are some examples of what microSD expansion cards can store:

- Photos
- MP3 audio files
- Email attachments
- Games
- eBooks
- Microsoft Office files
- Adobe Acrobat files
- Applications
- Databases

Inserting an expansion card

1. Gently press down on the battery door, and then slide the door downward to remove it from your smartphone.
2. Open the expansion slot door.
3. Hold your smartphone with the screen facing you, and hold the card with the label facing down. The notch on the card should be pointing toward you.



4. Insert the card into the expansion card slot until you feel it lock into place.

TIP The expansion card slot has a *push-push* mechanism: push in gently to insert a card; push in gently to remove it.

TIP If the Ringer switch is set to Sound On, you hear a confirmation tone when you insert or remove an expansion card.

5. Close the expansion slot door.
6. Replace the battery door.

Removing an expansion card

1. Gently press down on the battery door, and then slide the door downward to remove it from your device.
2. Open the expansion slot door.
3. Press the card into the expansion slot to release it from the expansion slot.
4. After you feel the expansion card slot eject the card, remove the card from the slot.
5. Close the expansion slot door.
6. Replace the battery door.

Opening applications on an expansion card

After you insert an expansion card into the expansion card slot, you can open any of the applications stored on the expansion card.

1. Insert the expansion card into the expansion card slot. The Card category of Applications View automatically appears.

2. Select the icon for the application you want to open.
3. Press **Center** to open the application.

TIP Install the Files application from the Palm Software Installation CD to easily browse and manage files on an expansion card.

Accessing items stored on an expansion card

When an expansion card contains items such as pictures or songs, you can't view them directly from the Card category in Applications View. You must open the app that recognizes the item.

1 Insert the expansion card into the expansion card slot. The Card category of Applications View automatically appears.

2 Select the **category** pick list in the title bar, and select **All**.

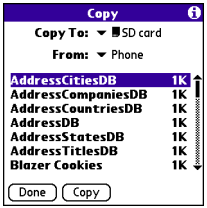
3 Select the icon for the application in which you want to open the item. For example, to view a picture, select **Pics&Videos**.

Copying applications between an expansion card and your smartphone

You can copy applications from your smartphone to your expansion card and vice versa.

TIP Before you copy an application to an expansion card, make sure that it is compatible with Palm OS software version 5.4.5 or later. Some applications do not work with expansion cards and do not allow you to store files in a location that is separate from the application.

1 Press **Applications** .



2 Press **Menu** .

3 Select **Copy** from the **App** menu.

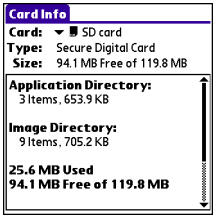
4 Select the **Copy To** pick list and select the destination: **Phone** or **<card name>**.

5 Select the **From** pick list and select the location of the application you want to copy: **Phone** or **<card name>**.

6 Highlight the application you want to copy.

7 Select **Copy**.

Viewing expansion card information



The Card Info application displays general information about the expansion card that is currently in the expansion slot, and it enables you to rename and format a card.

- Press **Applications** and select **Card Info**.

Renaming an expansion card

If you change the contents of an expansion card, you may at some point want to rename the card to better match its contents.

1. Insert the expansion card into the expansion card slot.
2. Select the **category** pick list at the top of the screen and select **All**.
3. Select **Card Info**.
4. Press **Menu**.
5. Select **Rename Card** from the **Card** menu.
6. Enter a new name for the card.
7. Select **OK**.

> **TIP** If you have trouble copying info to, renaming, or formatting an expansion card, make sure the card is not write-protected. Press **Applications** and select **Card Info**. If a "This card is read-only" message appears, the card is write-protected. See the instructions that came with your card for additional info.

Formatting an expansion card

Formatting an expansion card is similar to formatting a disk on a computer. When you format an expansion card, you erase all the information stored on the card.

> **TIP** If you format a card, any photos or documents that were previously stored on the card are deleted from your desktop software the next time you sync. You can recover these files from the backup folder.

1. Insert the expansion card into the expansion card slot.
2. Select the **category** pick list at the top of the screen and select **All**.
3. Select **Card Info** .
4. Press **Menu** .
5. Select **Format Card** from the **Card** menu.
6. Enter a new name for the card.
7. Select **OK**.

11

Your personal settings

Customizing your Palm® Centro™ smartphone is a great way to make it match your lifestyle and work even harder for you.

On your smartphone, you can easily customize the sounds, fonts, screen colors, and more. Take advantage of different levels of security. Prevent making an accidental (and expensive) phone call by locking the keyboard. Some settings can help extend the life of your smartphone battery. There are lots of ways to make your smartphone work better for you.

Benefits

- Access applications quickly
- Make your screen easy to read
- Conserve power
- Enjoy your smartphone more

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System sound settings

Silencing sounds

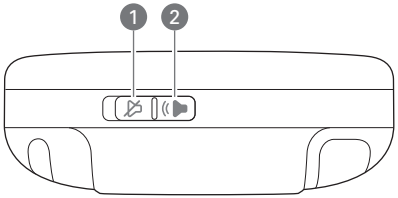
You can immediately silence all alerts, ringtones, music that plays through the built-in speaker, and system sounds by sliding the Ringer switch to Sound Off. This does not mute the audio during a phone call.

1 Slide the **Ringer switch** to **Sound Off** . Your smartphone vibrates once to let you know that you've turned sounds off.

2 To hear all sounds again, slide the **Ringer switch** to **Sound On** .

NOTE For info on setting the vibrate option, see the section on setting alert tones in the chapters that describe the individual applications.

Sliding the Ringer switch back to Sound On restores the previous sound settings.



1 Sound on
2 Sound off

Setting system volume levels

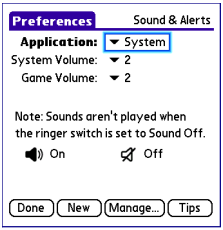
You can set the volume level for system sounds, such as the tone that plays when you synchronize.

TIP If the Ringer switch is set to Sound Off, the ringer setting overrides the sound settings and all sounds are turned off.

1 Press **Applications** and select **Sounds** .

2 Select the **Application** pick list and select **System**.

3 Select the **System Volume** and **Game Volume** pick lists and select the volume levels.



4 Select **Done**.

Display and appearance settings

Adjusting the brightness

Depending on the lighting conditions in which you're using your smartphone, you may need to adjust the brightness of the screen.

1 Press **Option** and then press **Backlight**.

* Backlight

2 Press **Left** ◀ and **Right** ▶ to adjust the brightness.

3 Select **Done**.

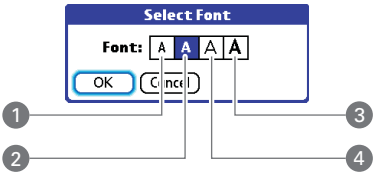
TIP To temporarily set the backlight to the preset low setting, press **Option + Menu**.

TIP You can also adjust the backlight and set the brightness duration during a call in Power Preferences. See Optimizing power settings.

Changing the screen font

You can change the screen font in Calendar, Contacts, Memos, Messaging, Tasks, and Web. The font styles may vary between applications, and some applications may offer fewer choices.

1 Open the application in which you want to change the font.
2 Press **Menu** .
3 Select **Options** and then select **Font**.
4 Select a font style. (In the web browser, select the **Font size** pick list and select **Large** or **Small**.)



1 Small font
2 Small bold font
3 Large bold font
4 Large font

5 Select **OK**.

Setting display formats

Formats Preferences enable you to select number conventions based on geographic regions. For example, in the United Kingdom, time often is expressed using a 24-hour clock. In the United States, time is expressed using a 12-hour clock with an AM or PM suffix. Many of the built-in applications on your smartphone use the Formats Preferences settings.

1 Press **Applications** and select **Prefs** .
2 Select **Formats**.
3 Set any of the following preferences:

Preset to: The standard number conventions for your country. When you select a country, the other Formats Preferences are automatically set to that country's conventions.

You can also edit each option individually:

Time: The time format. Select **HH:MM** to display a 24-hour clock.

Date: The date format.

Week starts: The first day of the week (usually Sunday or Monday).

Numbers: The format for numbers with decimal points and commas.

4 Select **Done**.

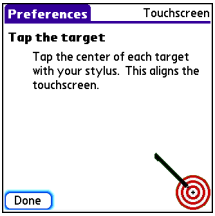
Aligning the screen to correct tapping problems

Occasionally, the smartphone touchscreen alignment may need to be readjusted. If this problem occurs, you may see the wrong feature being activated when you tap the screen. To fix the problem, you can align the screen at any time.

1 Press **Applications** and select **Prefs**.

2 Select **Touchscreen**.

3 Follow the onscreen instructions and tap the screen where indicated.



4 Select **Done**.

Changing the system color scheme

1 Press **Applications** and select **Prefs**.

2 Select **Color Theme**.

3 Select a color scheme from the list.

4 Select **Done**.

Applications settings

You can change the Applications settings on your smartphone so that you can easily access the applications you use most often. You can arrange and display your applications by category, reassign the buttons on your smartphone, and select default applications for specific tasks.

Arranging applications by category

You can assign an application to a category and then display a specific category of applications in Applications View. The name of the current application category appears in the title bar of Applications View, between the time on the left and the icons on the right.

1. Press **Applications** .
2. Press **Menu** .
3. Select **Category** from the **App** menu.
4. Select the pick list next to each application and select a category.
5. Select **Done**.

TIP To create a new category, select the **category** pick list and select **Edit Categories**. Select **New** and then enter the category name. Select **OK** to close the dialog box, and then select **OK**.

DID YOU KNOW? If there is an expansion card in the expansion slot, the card appears in the category pick list and is treated as a category when you press **Applications** repeatedly.

Displaying applications by category

Do one of the following:

- Press **Applications** repeatedly to cycle through the categories.
- Select the **category** pick list at the top of the screen and select a category. Select **All** to display all your applications.

Changing Applications View

By default, Applications View displays each application as an icon. As an alternative, you can view a list of applications. The list view is particularly useful when you have so many applications in a category that the applications fill up more than one screen.

1. Press **Applications** .
2. Press **Menu** .
3. Select **Options** and then select **Preferences**.
4. Select the **View By** pick list and select **List**.
5. Select **OK**.

Reassigning buttons

With Buttons Preferences, you can select which applications are associated with the quick buttons and the Side button on your smartphone. You can assign a primary and secondary application to each of the three quick buttons that open an application.

NOTE We recommend that you keep the primary button assignments on the factory settings until you become comfortable with the features of your smartphone. If you do change the primary button assignments, remember that the instructions in this guide and in the other help features refer to the original button settings.

1. Press **Applications** and select **Prefs**.
2. Select **Buttons**.
3. Select the pick list next to the item you want to reassign, and then select an application.
4. Select **Done**.

DID YOU KNOW? You can also choose an application to open with the sync button on the USB sync cable. To change this setting, select **HotSync** on the Buttons Preferences screen.

TIP To restore all the buttons and key combinations to their factory settings, select **Default**.

Changing default applications

Sometimes one application looks for another application to handle information (for example, a mail application might open a browser when you select a link in an email message). Your smartphone comes with a set of predefined applications to handle email, messaging, and browser requests from other applications. If you have more than one application to handle these requests on your smartphone, you can specify which application you want to use for each function.

1. Press **Applications** and select **Prefs**.
2. Select **Default Apps**.

3 Select each pick list and select the application you want to associate with that function.

4 Select **Done**.

Locking your smartphone and info

Your smartphone includes several features that protect it from unintended use and keep your information private. You can lock any of the following features on your smartphone:

Keyboard (Keyguard): You can use the Keyguard feature to disable the keyboard and all buttons to prevent accidental presses in your bag or pocket.

Screen: You can disable the screen's touch-sensitive feature during an active call or call alert.

Phone (Phone Lock): You can set your phone to require a password for making calls. The built-in security software lets you make emergency calls even if your phone is locked.

Smartphone: You can set your smartphone to require a password for viewing any information on your smartphone.

Entries: You can mask or hide entries marked as private and set your smartphone to require a password for viewing them.

Locking your keyboard (Keyguard)

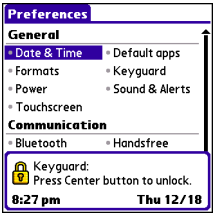
The Keyguard feature locks the keyboard so that you don't accidentally press buttons or activate items on the screen while your smartphone is in a pocket or bag.

By default, Keyguard turns on whenever the screen is off. Each time you wake up the screen, you must turn off Keyguard to unlock the keyboard and use your smartphone.

To turn off Keyguard, do the following:

1 When the screen is off, press **Power/End** to wake up the screen.

2 Press **Center** to turn off **Keyguard**.



You can change how quickly Keyguard turns on, or you can disable this feature altogether. To change the Keyguard settings, do the following:

3 Press **Applications** and select **Prefs**.

4 Select **Keyguard**.

5 Select the **Auto-Keyguard** pick list, and then do one of the following:

- Select how quickly you want Keyguard to turn on: **When power is turned off**, **5 seconds after power off**, or **30 seconds after power off**.
- Select **Disable** to completely disable the Keyguard feature until you turn it on again by pressing **Option** + **Power/End** when the screen is on.

6 Select **Done**.

Locking your screen

You can set your smartphone to automatically lock the screen's touch-sensitive features in certain situations.

1 Press **Applications** and select **Prefs**.

2 Select **Keyguard**.

3 Check any of the following boxes:

Incoming calls received: Disables the screen when the phone rings. You must use the **5-way** to select the onscreen Answer and Ignore buttons, or press **Send** to answer the call or **Power/End** to ignore the call.

On a call: Disables the screen after you answer a call. You must use the **5-way** to select the onscreen buttons during the call. Use this setting to avoid accidentally pressing onscreen buttons while you're holding your smartphone near your ear to speak.

4 Select **Done**.

DID YOU KNOW? When you check the boxes to disable the touchscreen during a call, the touchscreen is automatically enabled again after you end the call.

Locking your phone (Phone Lock)

You can lock your phone to prevent unauthorized calls and use of other wireless features. When your phone is locked, you must enter the correct code to unlock it. You can still call emergency services when your phone is locked, however.

DID YOU KNOW? When Phone Lock is turned on, other people can still see the info on your smartphone, but they cannot make or receive phone calls or use the other wireless features without your password.

1 Press **Phone** .
2 Press **Menu** .
3 Select **Options** and then select **Phone Lock**.
4 (Optional) Select **Advanced**, enter up to three numbers that you can dial when your phone is locked, and then select **OK**. You do not need to enter 911 as one of the three numbers, because this number is always available.
5 Select one of the following **Phone Lock** options:
   - **On phone power off** locks your phone each time you turn it off. When this setting is active, you must enter your lock code each time you turn your phone on again.
   - **Immediately** locks your phone when you select **OK**. The next time you dial a number, you must enter your lock code to unlock your phone. After that, you can continue to make calls without entering your lock code, unless you select one of the phone lock options.
6 When prompted, enter the lock code, and then select **OK**. (Unless you changed your lock code, it is the last four digits of your phone number.)
7 If you want to change the lock code, select **Change Lock Code**, enter a new lock code, and then select **OK**. Repeat this step to verify the new lock code.

8 Select **OK**. If you selected **Immediately** in step 5, your phone locks right away. If you selected **On phone power off**, your phone locks the next time you press and hold **Power/End** to turn off your phone.

To disable the current **Phone Lock** settings:

1 Press **Phone** .

2 Press **Menu** .

3 Select **Options** and then select **Phone Lock**.

4 Uncheck the **On phone power off** box and enter your lock code to change this setting.

5 Select **OK** twice.

Locking your smartphone

To protect your personal information, you can lock your smartphone so that you need to enter your password to access any of your information or to use any of the features on your smartphone, including the phone. You can, however, still make emergency calls when your smartphone is locked.

IMPORTANT If you lock your smartphone, you must enter the exact password to unlock it. If you forget the password, you need to perform a hard reset to resume using your smartphone. Performing a hard reset while your smartphone is locked by a password deletes all the entries in your smartphone and completely reformats it. If you use password protection in Palm Desktop software, you must remember your password to restore your info. However, if you do not use password protection in Palm Desktop software, you can restore all previously synchronized info the next time you sync (see Synchronizing information—the basics).

1 Press **Applications** and select **Security** .

2 Select the **Password** box.

3 Assign a password and a password hint.

4 Select the **Auto Lock Device** box.

5 When prompted, enter your password and select **OK**.

6 Select one of the following options:

Never: Prevents your smartphone from locking automatically.

On power off: Locks your smartphone when you turn off the screen, or when it shuts off with the Auto-off feature.

At a preset time: Locks your smartphone at a specific time of day.

After a preset delay: Locks your smartphone after a period of inactivity.

7 Select **OK**.

8 Do one of the following:

- Select **Lock & Turn Off** to lock your smartphone immediately.
- Press **Applications** to accept your settings and continue using your smartphone.

TIP After you create a password, you can lock your system manually. Press **Applications** and select **Security**. Select **Lock & Turn Off**, and then select **Off & Lock**.

TIP To change your password, select the **Password** box, enter your current password, and then enter the new password. To delete your password, select the **Password** box and then select **Unassign**.

Working with private entries

In most applications, you can mark individual entries as private. All private entries remain visible and accessible until you select the Security setting. You have three Security setting options:

Show Records: Private records are visible.

Hide Records: Private entries do not appear anywhere in the application.

Mask Records: Private entries are replaced with a gray bar that lets you know

the entry is there but keeps it from being legible.

After you enable the mask or hide setting, any entries marked as private are immediately hidden or masked. If you define a password, you must enter it to display private entries. If you do not define a password, you (or anyone else) can reveal private entries without a password.

1. Open the entry that you want to mark private.
2. Select **Details**.
3. Check the **Private** box.
4. Select **OK**.

Hiding or masking all private entries

Make sure the entries you want to mask or hide are marked private.

1. Press **Applications** and select **Security**.
2. Select the **Current Privacy** pick list and select either **Hide Records** or **Mask Records**.
3. If prompted for your password, enter it and then select **OK**.

Viewing all private records

You can reveal all the entries you've hidden or masked.

1. Press **Applications** and select **Security**.
2. Select the **Current Privacy** pick list and select **Show Records**.
3. If prompted for your password, enter it and then select **OK**.

Viewing private entries in a specific application

1. Open the application that contains the private entries you want to see.
2. Press **Menu**.
3. Select **Options** and then select **Security**.
4. Select the **Current Privacy** pick list and select **Show Records**.
5. Select **OK**.
6. If prompted for your password, enter it and then select **OK**.

Security password and Palm® Desktop software (Windows)

You can set the Windows version of Palm® Desktop software to observe the security password for your smartphone. If you forget your password, you cannot view your information in Palm Desktop. If your smartphone is unlocked, you can change your password on your smartphone, but all entries marked as private are deleted. You can restore your private entries the next time you sync, and then create a new password.

WARNING Be very careful to remember your password when both your smartphone and your info in Palm Desktop software are protected by that password. Here's why: If you forget your password and hard reset your smartphone to regain its use, you can't sync with Palm Desktop to restore your info because Palm Desktop still requires you to enter the password.

Recovering from a lost security password

You can change your password on your smartphone, but all entries marked as private are deleted. Follow these steps to recover from a lost password:

1. Press **Applications** and select **Security**.
2. Select the **Password** box.
3. Select **Lost Password**.
4. Select **Yes**.

TIP If you want additional security for Palm Desktop files, you may want to purchase a third-party solution.

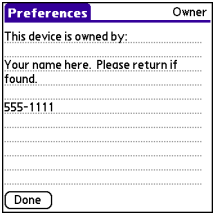
Entering owner information

You can use Owner Preferences to record information that you want to associate with your smartphone, such as your name, company name, and home phone number. If you lock your smartphone (see Locking your smartphone), the Owner Preferences information appears on the screen that requests your password for unlocking it, and you must also enter your password to change the Owner Preferences information.

1. Press **Applications** and select **Prefs**.
2. Select **Owner**.
3. If you assigned a password with the Security application, select **Unlock**,

enter your password, and then select **OK** to continue.

4 Enter the text that you want to appear in the Owner Preferences screen.



5 Select **Done**.

System settings

Setting the date and time

Date & Time Preferences enable you to manually set the date, time, and location (time zone) setting for your smartphone.

1 Press **Applications** and select **Prefs**.

2 Select **Date & Time**.

3 Select the **Automatically set** pick list and select one of the following settings:

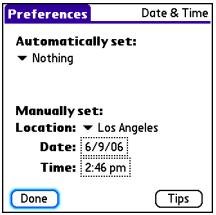
NOTE The options that appear on the screen vary based on the setting you select in step 3.

Date, time and time zone: The date, time, and time zone are acquired from your network.

Date and time: Lets you set the time zone manually. The date and time are acquired from your network.

This setting is useful when you travel from one time zone to another. You can enter an appointment in your calendar and set not set a time zone. When you get to your destination time zone, the appointment appears on your calendar at the correct local time.

Nothing: Lets you set the date, time, and time zone manually. No info is acquired from your network.



4 If the **Location** pick list appears, select it and then select a city in your time zone.

TIP If a city in the same time zone is not on the list, select **Edit List**, select **Add**, select a city in your time zone, and then select **OK**. If necessary, modify any of the settings in the Edit Location dialog box, and then select **OK**.

5 If the Date and Time fields appear, select the **Date** field and select the date, and then select the **Time** field and select the time.

6 Select **Done**.

TIP You can also set time zones for Calendar events. See Creating an event.

Optimizing power settings

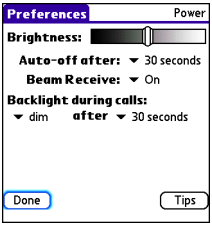
Power Preferences enable you to adjust settings to maximize the battery's performance.

1 Press **Applications** and select **Prefs**.

2 Select **Power**.

3 Set any of the following preferences:

Brightness: Sets the intensity of the screen backlight. Drag the slider or press **Left** and **Right** to adjust the brightness level.



Auto-off after: Determines how long your screen stays on during a period of inactivity. When there is no interaction with the keyboard or screen for the

specified time period, your smartphone turns off automatically.

Backlight during calls: To preserve power during an active call, you can set the screen backlight to either dim or turn off after a specified amount of time. Turning off the backlight saves more power than dimming it. With the backlight turned off, you can still see a faint image on the screen and use any of the buttons on the screen. To return backlight brightness to normal, press any key or tap the screen. Be careful; pressing Power/End hangs up an active call, and tapping an onscreen button activates that command.

Beam Receive: Determines whether your smartphone is ready to receive information over an infrared beam. If you leave this option turned off, you must return to this screen to turn on this option the next time you want to receive a beamed item.

4 Select **Done**.

TIP You can also access the brightness setting by pressing **Option + P**. To temporarily set the backlight to the preset low setting, press **Option + Menu**.

Connecting to a VPN

If you want to use your smartphone to access your corporate email account or other files on your corporate server, you may need to set up a virtual private network (VPN) on your smartphone. A VPN enables you to log in to your corporate server through the company's firewall (security layer). You need a VPN client on your smartphone if your smartphone and your company's server are located on opposite sides of the firewall.

Check with your company's system administrator to see if a VPN is required for accessing the corporate server. If a VPN is required, you must purchase and install a

third-party VPN client on your smartphone to use this feature.

TIP For information about third-party VPN client software, visit palm.com/centroverizon-support.

1. Install your third-party VPN client. See Installing applications for details.
2. Press **Applications** and select **Prefs**.
3. Select **VPN**.
4. Enter the settings provided by your corporate system administrator.

CHAPTER
12

Troubleshooting

Although we can't anticipate all the questions you might have, this chapter provides answers to some of the most commonly asked questions you might have about your Palm® Centro™ smartphone. For additional information and answers to other common questions, visit palm.com/centroverizon-support.

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Upgrading

If you experience problems with your smartphone after performing the upgrade steps in this guide, you may have incompatible applications or settings that were not quarantined during the installation process. These incompatible applications or settings can lead to numerous issues, including system resets and freezes. If you experience a problem after upgrading, follow the steps in this section to remove the incompatible apps from your smartphone and to transfer your other info to your new smartphone.

NOTE If you have trouble installing a third-party application, contact the developer for assistance.

We recommend that you *do not* install apps that do any of the following:

- Modify phone functions, such as ringtones, dialing, or caller ID
- Replace organizer features, such as Contacts or Calendar
- Set data connection features, such as activating or ending data connections
- Provide web-clipping features, such as PQA files

  If you want to continue using these types of applications, please contact the third-party developer for software updates and for info about compatibility with your smartphone.

WINDOWS ONLY

The following instructions can help you isolate the source of problems that occur after you upgrade.

1. Connect your smartphone to your computer.
2. On your computer, click **Start > Programs > Palm > Safe HotSync.**
3. Follow the instructions on the screen.
4. Locate the **Old_Apps** folder on your computer. This folder is usually located inside one of the following folders:
   C:\Program Files\Palm
   C:\Program Files\palmOne
   C:\Program Files\Handspring
5. To help you identify the app that is causing the problem, move one app at a

time from the **Old_Apps** folder to the **Backup** folder, and then sync.

If the problem recurs, delete the last app you installed and report the problem to its developer. See Removing applications for instructions.

6 Repeat step 4 for each of the apps in the **Old_Apps** folder.

NOTE If you have trouble moving apps from the Old_Apps folder to the Backup folder, or determining which files to move, try reinstalling the app using the original third-party developer files.

TIP Need more info on the Backup folder? See What is the Backup folder?

MAC ONLY

1 Locate your **user** folder on your computer.

NOTE Your user folder name is the same as your device name and is usually found in this location: **<Mac hard drive> : Users : <your Mac username> : Documents : Palm : Users**

2 Select your **user** folder and Option + drag it to your Mac desktop to make a copy of that folder.

3 Confirm that your copy includes the **Backup** subfolder and that all the files in the original Backup subfolder are also in the copy of the Backup subfolder.

4 Delete all files from the original **Backup** subfolder.

5 Perform a hard reset on your smartphone. See Resetting your smartphone for instructions.

6 Sync your smartphone with your new desktop software and be sure to select your existing device name from the User list.

7 To help you identify the app that is causing the problem, move one third-party app from the copy of the **Backup** subfolder to the original **Backup** subfolder, and then sync.

If the problem recurs, delete the last app you installed and report the problem to its developer. See Removing applications for instructions.

8 Repeat step 7 for each of the third-party apps in the copy of the **Backup** folder.

Desktop software installation

If you are having trouble installing the desktop software, you may have the wrong version of the software or some of your computer's resources may be unavailable.

TIP The Palm Software Installation CD installs software that lets you synchronize using Palm® Desktop software or Microsoft Outlook for Windows. If you want to synchronize using a different personal information manager (PIM), you must install a third-party solution. Contact the PIM's author or vendor to find out if software is available for your smartphone.

Follow these steps to retry the installation:

1. Make sure your computer profile includes administrator rights to install software. In large organizations, these are usually granted by the system administrator.
2. Restart your computer.
3. Quit any active applications, including virus scanners and Internet security applications.
4. Make sure you're installing the software from the Palm Software Installation CD that came with your new smartphone. Other versions of the desktop software may not work with your smartphone.
5. Insert the Palm Software Installation CD to restart the installation.

IMPORTANT Always use the same language for your smartphone, your computer operating system, and your desktop software. Otherwise, you may lose information or have difficulty with synchronization. Support is not provided for mismatched language setups.

Resetting your smartphone

Performing a soft reset

Performing a soft reset is similar to restarting a computer. If your smartphone is not responding or you have trouble synchronizing with your computer, a soft reset may help. All your info is retained when you perform a soft reset.

1 Remove the battery from your smartphone, and then reinsert it.

Don't know how? See Replacing the battery.

NOTE The reset begins when you reinsert the battery.

2 At the end of the soft reset, Date & Time Preferences appear. Select **Done**.

Performing a system reset

A system reset, also called a safe or warm reset, tells your smartphone to stop what it's doing and start over again without loading any system extras. If your smartphone loops or freezes during or after a soft reset, a system reset may help. Performing a system reset can release your smartphone from an endless loop so that you can uninstall a third-party application that may be causing the looping.

1 Remove the battery from your smartphone, and then reinsert it.

Don't know how? See Replacing the battery.

2 When the Palm logo appears, press and hold **Up** ▲ until the black progress bar at the bottom of the screen fills and disappears, and then release **Up** ▲.

3 Delete the third-party application that you suspect is causing the problem.

4 Perform a soft reset. The wireless features of your smartphone are not available until you complete this step.

Performing a hard reset

A hard reset erases all information and third-party software on your smartphone. Never perform a hard reset without first trying a soft reset and a system reset and trying to resolve third-party software issues. (See Third-party applications for suggestions on diagnosing third-party software issues.) After a hard reset, you can restore previously synchronized information the next time you sync.

IMPORTANT If you set a password on your smartphone, performing a hard reset reformats your smartphone. This is a more severe form of a hard reset, which removes all your information and restores

your formats, preferences, and other settings to the factory default settings.

TIP Some third-party applications do not create a backup on your computer when you synchronize. If you perform a hard reset, you may lose data in these applications and you will need to reinstall the application after the hard reset. Please contact the application's developer to find out which data is backed up during synchronization.

1 Remove the battery from your smartphone, and then reinsert it.

Don't know how? See Replacing the battery.

2 When the Palm logo appears, press and hold **Power/End** until the black progress bar at the bottom of the screen fills and disappears. When the second Palm® logo appears, release **Power/End**.

3 When the **Erase all data?** prompt appears, press **Up** to confirm the hard reset.

IMPORTANT If a **Reformatting in progress** message appears, do not touch your smartphone until the process is complete. This may take up to ten minutes.

4 When the language selection screen appears, select the same language you selected for your desktop software.

IMPORTANT Always use the same language for your smartphone, your computer operating system, and your desktop software. Otherwise, you may lose information or have difficulty with synchronization. Support is not provided for mismatched language setups.

5 (Optional) To confirm that the hard reset was successful, immediately afterward, press **Applications** and select **HotSync**. The upper-right corner of the screen should be blank because your device name has been removed from the smartphone.

6 Sync to restore any previously synchronized information.

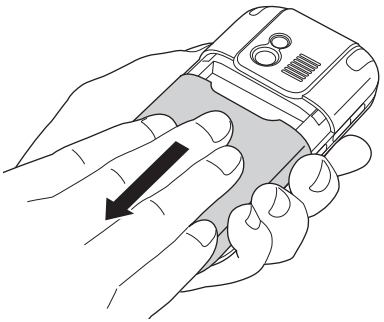
Replacing the battery

Your smartphone comes with a replaceable battery. You must use a replacement battery that is recommended or sold by Palm and is compatible with the smartphone.

CAUTION Failure to use the proper battery may result in a risk of personal injury or product damage, and it voids your smartphone warranty.

1 Press **Power/End** to turn off the screen.

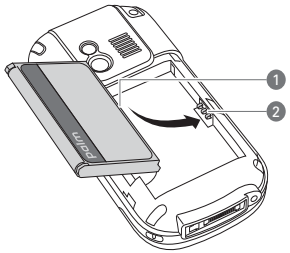
2 Remove the **battery door**.



3 If necessary, remove the **battery**.

TIP Having trouble grabbing the battery? To get more room for your finger, remove the stylus.

4 Align the metal contacts on the battery with the contacts inside the battery compartment, and press the battery into place.



1 Battery contacts
2 Centro smartphone contacts

5 Slide the battery door onto the back of the smartphone until it clicks into place.

6 Your smartphone screen wakes up and begins the setup process. When the language selection screen appears, select the language you want to use,

and then follow the onscreen instructions to set up your smartphone.

TIP Be sure to dispose of your old battery properly. In some areas, disposal in household or business trash is prohibited.

Screen

The screen appears blank

1. When a call lasts longer than the limit specified in Power Preferences, the screen dims automatically. In certain lighting conditions, the screen may appear blank when this occurs. Press any key except Power/End to restore the screen to normal brightness. Pressing Power/End hangs up the call. The screen backlight may also be set to dim or turn off after a specified amount of time (see Optimizing power settings).
2. When a period of inactivity lasts longer than the limit specified in Power Preferences, the screen turns off. Press and release **Power/End** to wake up the screen.
3. Look closely at the screen. If you can see a dim image, try adjusting the screen brightness (see Adjusting the brightness).
4. If the screen is still blank, perform a soft reset (see Performing a soft reset).
5. If the problem persists, connect your smartphone to the charger (see Charging the battery) and perform a soft reset again.
6. If that doesn't work, perform a hard reset (see Performing a hard reset).

The screen doesn't respond accurately to taps or it activates wrong features

1. Press **Applications** .
2. Use the **5-way** to select **Prefs** .
3. Use the **5-way** to select **Touchscreen**.
4. Follow the onscreen instructions to align the screen.
5. Select **Done**.
6. If the problem persists, check for dirt between the screen and the edge of the smartphone.
7. If you're using a screen protector, make sure that it is properly installed.

There's a blinking bell in the upper-left corner

The blinking bell in the upper-left corner of the screen is the Alert icon. It appears when you have alarms or messages that you haven't acknowledged.

1. Press and hold **Center** ⬭ or tap the blinking bell with your stylus.
2. When the list of pending alerts appears, do either of the following:
   - Select the text of the alert to view the item. The item stays in the list.
   - Check the box next to an alert to clear it from the list, and then select **Done**.
   - If there's more than one item in the list, select **Clear All**.

Synchronization

Synchronization backs up the information from your smartphone onto your computer and vice versa. If you ever need to perform a hard reset or otherwise need to erase all your information on your smartphone, you can synchronize your smartphone with your computer to restore the info. Similarly, if your computer crashes and your Palm Desktop info is damaged, you can recover your info by synchronizing with your smartphone. To make sure you always have an up-to-date backup of your info, synchronize frequently.

This section describes synchronization between your smartphone and a desktop computer running Palm Desktop software. You can also synchronize the information on your smartphone using third-party applications. See the documentation for the third-party application for information on features and configuration.

Before you attempt to synchronize, make sure you've installed the desktop synchronization software from the Palm Software Installation CD.

IMPORTANT Every device needs a unique name. Never synchronize more than one device to the same device name on your computer.

I can't find my user folder

Windows: If your device name is one word, your user folder name is the first six characters of your device name. If your device name is two words, your user folder name consists of the first six characters of the second word of your device name, followed by the first letter of the first word. For example, if your device name is John Smith, your user folder is named SmithJ. Your user folder is usually located inside one of the following folders:
C:\Program Files\Palm
C:\Program Files\palmOne
C:\Program Files\Handspring

Mac: Your user folder name is the same as your device name and is usually found in this location: **<***Mac hard drive***> : Users : <***your Mac username***> : Documents : Palm : Users**

What is the Backup folder?

The Backup folder is located inside your user folder (see I can't find my user folder). During synchronization, the HotSync® manager puts a copy of most of your info and applications into the Backup folder. (Some third-party apps do not put a copy into the Backup folder.) The next time you sync, the HotSync manager compares the contents of the Backup folder to the contents of your smartphone, and then restores any missing info or applications.

If an app that you deleted reappears on your smartphone, try deleting the app from your Backup folder.

Palm Desktop does not respond to a sync attempt

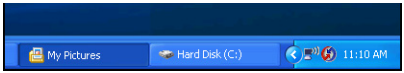
1 Make sure that the USB sync cable is securely connected to the USB port on your computer and on the bottom of your smartphone (see Synchronizing information—the basics).

> **TIP** If you're having trouble trying to sync using an IR or Bluetooth® wireless technology connection, try using the USB sync cable instead. If this solves the problem, check your IR or Bluetooth settings (see Synchronizing information—advanced).

2 Make sure that the HotSync manager is running:

Windows: Right-click **HotSync manager** in the taskbar in the lower-right corner of your computer

screen, and make sure that **Local USB** is checked. If you don't see the HotSync manager icon, click **Start**, select **Programs**, select Palm, and then select **HotSync Manager**.



Mac: Find the **Palm** folder on your Mac hard drive. Double-click the **HotSync manager** icon in the **Palm** folder. In the Connection Settings panel, set the **Local Setup port** to Palm **USB**.

3. Synchronize. If the synchronization is successful, you do not need to complete the remaining steps.
4. Perform a soft reset (see Performing a soft reset).
5. Synchronize. If the synchronization is successful, you do not need to complete the remaining steps.
6. If problems persist and you're synchronizing through a USB hub, try connecting the sync cable to a different USB port or directly to your computer's built-in USB port.
7. Synchronize. If the synchronization is successful, you do not need to complete the remaining steps.
8. Check the sync-connector on the bottom of your smartphone for debris or discoloration. Carefully clean the connector by dipping a cotton swab in some rubbing alcohol and gently wiping the metal contacts on the connector. Try to sync again.
9. Check the connector on the USB sync cable for integrity and cleanliness. Make sure the pins on the connector are straight, protruding, and not damaged. If the cable appears to be damaged, stop here and locate another USB sync cable.
10. **WINDOWS ONLY** Uninstall Palm Desktop software. Click **Start**, select **Settings**, select **Control Panel**, select **Add or Remove Programs**, select Palm Desktop software, and then click **Change/Remove**.

MAC ONLY Mac computers do not provide an option for uninstalling Palm Desktop software. For information on uninstalling Palm Desktop software on a Mac, go to palm.com/centroverizon-support or contact Palm Technical Support for Mac computers.

Restart your computer.

Reinstall Palm Desktop software from the Palm Software Installation CD that came with your smartphone.

11 Restart your computer.

12 Reinstall Palm Desktop software from the Palm Software Installation CD that came with your smartphone.

Synchronization starts but stops without finishing

TIP The HotSync Log can give you information about your most recent synchronization.

Windows: Right-click the **HotSync manager** icon in the taskbar in the lower-right corner of your computer screen, and then select **View Log**.

Mac: Open Palm Desktop software. From the **HotSync** menu, select **View Log**.

If you upgraded from a previous Palm OS® device or received a system error, such as Sys0505, there may be conflicts with software on your smartphone.

1 Locate your **Backup** subfolder and rename the folder (for example, BackupOld).

Windows: C:\Program Files Palm**\<device name>**

Mac: <Mac hard drive> : Applications : Palm **: Users : <device name>**

NOTE Can't find a Palm folder in Program Files? Then look for a palmOne or Handspring folder instead. For more info, see I can't find my user folder.

2 Synchronize.

3 If the problem is resolved, begin reinstalling your third-party applications one at a time by double-clicking a single file in the original **Backup** subfolder that you renamed, and sync after each application you install. If the problem recurs, delete the last application you installed and report the problem to its developer.

4 **Windows Only** If the Windows New Hardware Wizard appears, the synchronization process may be timing out before the wizard completes its job. Follow all instructions in the New Hardware Wizard, and then sync again.

5 **Windows Only** Uninstall Palm Desktop software. Click **Start**, select **Settings**, select **Control Panel**, select **Add or Remove Programs**, select Palm Desktop software, and then click **Change/Remove**.

NOTE Mac computers do not provide an option for uninstalling Palm Desktop software. Contact Technical Support if the problem persists after you complete step 3.

6 Restart your computer.

7 Reinstall Palm Desktop software from the Palm Software Installation CD that came with your smartphone.

Synchronization finishes but info doesn't appear where it should

1 Make sure you're synchronizing with the intended desktop personal information manager (PIM). The Palm Software Installation CD enables you to choose whether you want to synchronize with Palm Desktop software or Microsoft Outlook for Windows. Reinsert the installation CD and select **Change your synchronization method** if necessary. If you use a different PIM, you need to install third-party software to synchronize. For more information, consult the company that makes the PIM.

2 If multiple Palm OS devices are synchronizing with your computer, make sure the name of the device you are synchronizing appears in the **User** field on the toolbar of Palm Desktop software.

3 Open the HotSync manager on your computer, and make sure the necessary conduits are set to **Synchronize the files**.

TIP For more info on Outlook conduits, right-click the **HotSync manager** icon in the taskbar, select **Custom**, select an app with Outlook in its name, and then select **Help**.

NOTE If you need to change the setting to **Synchronize the files**, be sure to check the **Set as default** box as well.

4 **Windows Only** Uninstall Palm Desktop software. Click **Start**, select **Settings**, select **Control Panel**, select **Add or Remove Programs**, select Palm Desktop software, and then click **Change/Remove**.

Mac Only Mac computers do not provide an option for uninstalling Palm Desktop software. Contact Support if the problem persists after you complete step 3.

5 Restart your computer.

6 Reinstall Palm Desktop software from the Palm Software Installation CD that came with your smartphone.

7 **Outlook only** If you're trying to synchronize offline, set your Outlook Calendar, Contacts, Notes, and Tasks to be available offline.

TIP Outlook subfolders and public folders are not accessible with the included software. You may want to use a third-party solution instead.

TIP (Outlook only) If you want to sync your info with a global Exchange Address Book, you must copy the addresses to your local Contacts list in Outlook (right-click the addresses and select **Add to Personal Address Book**).

I have duplicate entries in Microsoft Outlook after I sync

1 Open Microsoft Outlook and delete the duplicate entries.

2 On your computer, go to the application with duplicate entries and manually enter any info you added to your smartphone since the last time you synchronized.

3 Right-click **HotSync manager** in the taskbar and select **Custom**.

4 Select an application that has duplicate entries and also has Outlook in its name.

5 Click **Change**.

6 Select **Desktop overwrites handheld**, and then click **OK**.

7 If more than one application has duplicate entries, repeat steps 4 through 6 for each application with duplicates.

8 Click **Done**.

9 Synchronize your smartphone and your computer.

My appointments show up in the wrong time slot after I sync

If you create an appointment in the wrong time zone (that is, your desktop was set to the wrong time zone), it shows up in the wrong time zone on your smartphone. To be safe, enable local network time and avoid assigning time zones to your appointments.

If you're using **Microsoft Outlook:**

1 Make sure that you installed the Microsoft Outlook conduit that came with your smartphone. If you're not sure whether this software is installed, reinstall Palm Desktop software from the Palm Software Installation CD that came with your smartphone.

2 Open Microsoft Outlook and correct the wrong entries.

3 On your computer, manually enter any Calendar info you added to your smartphone since the last time you synchronized.

4 Click **HotSync manager** in the taskbar and select **Custom**.

5 Select an application that has both Calendar and Outlook in its name.

6 Click **Change**.

7 Select **Desktop overwrites handheld**, and then click **OK**.

8 Synchronize your smartphone and your computer.

9 Repeat steps 4 through 6 to open the Calendar Change HotSync Action dialog box again.

10 Make sure **Synchronize the files** is selected and **Set as default** is checked, and then click **OK**.

You should now be able to assign time zones to your events without encountering this problem.

If you're using Palm Desktop software:

1. On your smartphone, press **Calendar** .
2. Press **Menu** .
3. Select **Options** and then select **Preferences**.
4. Uncheck the **New events use time zones** box (if it's checked).
5. On your computer, open Palm Desktop software and correct the wrong entries.
6. On your computer, manually enter any Calendar info you added to your smartphone since the last time you synchronized.
7. Click **HotSync manager** in the taskbar and select **Custom**.
8. Select **Calendar**.
9. Click **Change**.
10. Select **Desktop overwrites handheld**, and then click **OK**.
11. Synchronize your smartphone and your computer.
12. Repeat steps 7 through 9 to open the Calendar Change HotSync Action dialog box again.
13. Make sure **Synchronize the files** is selected and **Set as default** is checked, and then click **OK**.

    You should now be able to assign time zones to your events without encountering this problem.

IMPORTANT To avoid this problem in the future, do not assign time zones to your events. Palm Desktop software does not support time zones.

The text of my memos is truncated after I sync

If you use your desktop software to create a memo that is longer than 4,096 characters, the excess characters are truncated when you transfer the memo to your smartphone.

Phone

Signal strength is weak

Become familiar with low coverage areas where you live, commute, work, and play. Then you will know when to expect signal–strength issues. You can check signal strength by looking at the **signal–strength** icon in the title bar of the Phone application's Main View. The stronger the signal, the more bars that appear. If you are outside a coverage area, no bars appear.

- If you're standing, move about ten feet in any direction.
- If you're in a building, move near a window. Open any metal blinds.
- If you're in a building, move outdoors or to a more open area.
- If you're outdoors, move away from large buildings, trees, or electrical wires.
- If you're in a vehicle, move your smartphone so that it's close to a window of your vehicle.

My smartphone won't connect to the mobile network

1. Contact Verizon Wireless to confirm that you have an active data plan.
2. Try the suggestions about signal strength described in Signal strength is weak.
3. Turn off your phone and turn it on again (see Turning your phone on and off).
4. Perform a soft reset (see Performing a soft reset).

The other person hears an echo

- Try decreasing the volume on your smartphone to avoid coupling or feedback on the other person's end. This applies to both the speakerphone and the earpiece.
- Position the earpiece closer to your ear to prevent sound leaking back to the microphone. Keep your hand away from the microphone hole, which is on the bottom right side of the smartphone.
- If you're using the speakerphone feature with your smartphone lying on a flat surface, try turning the smartphone face down (screen facing the surface).

I hear my own voice echo

Ask the person on the other end of the call to turn down the volume on his or her phone or to hold the phone closer to his or her ear.

My voice is too quiet on the other end

- Be sure to place the bottom of the smartphone, or the hands-free microphone, close to your mouth.
- Check the **signal–strength** icon in the title bar of the Phone application's Main View. If the signal is weak (few bars are displayed), try the suggestions about signal strength described in Signal strength is weak.

I hear static or interference

Check the **signal–strength** icon in the title bar of the Phone application's Main View. If the signal is weak (few bars are displayed), try the suggestions about signal strength described in Signal strength is weak.

If you're using a Bluetooth® hands-free device, see I hear static or interference when using my Bluetooth hands-free device.

My phone seems to turn off by itself

If a system error and reset occur, your smartphone automatically turns the phone on if it was on before the reset. However, if your smartphone can't determine if your phone was on before the reset, the phone does not automatically turn on (see Turning your phone on and off). If the problem persists and you're using third-party applications, see Third-party applications for additional suggestions.

My smartphone makes or answers calls when it's in a bag or pocket

Items in your bag or pocket may be pressing the onscreen Answer button or otherwise activating screen items. If this happens, be sure to press **Power/End** to turn off the screen before placing your smartphone in a bag or pocket. You may also want to disable the screen's

touch-sensitive feature during incoming calls (see Locking your screen).

TIP To find carrying cases that can help prevent your smartphone from making calls, as well as other useful accessories, visit palm.com/centroverizon-support.

Hands-free devices

Bluetooth range is up to 30 feet (10 meters) in optimum environmental conditions. Performance and range may be affected by physical obstacles, radio interference from nearby electronic equipment, and other factors.

I can't make or receive calls using a Bluetooth® hands-free device

Confirm all the following:

- The Bluetooth device is compatible with your smartphone. Go to palm.com/centroverizon-support for a list of compatible devices.
- Press **Applications** and select **Bluetooth**. Make sure the **Bluetooth** setting is set to **On**.
- You have already formed a partnership between your smartphone and your hands-free device, and the hands-free device appears in the Trusted Devices list. (See Connecting to a Bluetooth® hands-free device.)
- Your hands-free device is charged and turned on.
- Your smartphone is within range of the hands-free device.

  If the problem persists, turn the **Bluetooth** setting to **Off** and then turn it on again. If it still persists, delete the partnership, and then create a new partnership with the hands-free device (see Connecting to a Bluetooth® hands-free device).

I hear static or interference when using my Bluetooth hands-free device

- Try moving your smartphone closer to the hands-free device. Audio quality degrades as the distance between your smartphone and hands-free device increases. The effective range for a device varies between manufacturers.

- Confirm that no obstructions, including your body, are between your smartphone and your hands-free device.
- If the problem persists, turn the **Bluetooth** setting to **Off** and then turn it back on again. If it still persists, create a new partnership with the hands-free device (see Connecting to a Bluetooth® hands-free device).

TIP For best performance, keep your Bluetooth hands-free device and your phone on the same side of your body.

Some features of my Bluetooth hands-free device don't work with my smartphone

- Check the Palm compatibility list at palm.com/centroverizon-support to ensure that your device is compatible.
- Check the documentation that came with your device or the manufacturer's website for information specific to your device.

Email

For troubleshooting info on the Wireless Sync application, see the *User Guide for the Wireless Sync Application* on your computer.

Windows: Start>Programs>Palm

Mac: Insert the Palm Installation CD and click the link to the *User Guide for the Wireless Sync Application* in the **Documentation** folder.

Messaging

I can't send or receive text messages

- Make sure your phone is turned on (see Turning your phone on and off).
- Contact Verizon Wirelessto verify that your plan includes text messaging services, that these services have been correctly activated, and that they are available at your location. Verizon Wireless should be able to tell you if text messaging services have been experiencing transmission delays.

Delays can also occur between the time that a message is sent and the time it is received.

- Verify with the recipient that the receiving device can handle text messages.
- If a text message arrives but does not display an alert, perform a soft reset (see Performing a soft reset).

I can't send or receive multimedia messages

- Make sure your phone is turned on (see Turning your phone on and off).
- Contact Verizon Wirelessto verify that your plan includes text messaging services, that these services have been correctly activated, and that they are available at your location. Verizon Wireless should be able to tell you if text messaging services have been experiencing transmission delays. Delays can also occur between the time that a message is sent and the time it is received.

  When your phone is on, icons appear in the title bar in the Phone application's Main View to indicate whether data services are available. See What are all those icons? for descriptions of the icons that indicate that data services are available.
- Verify with the recipient that the receiving device can handle multimedia messages.
- If a message arrives but does not display an alert, perform a soft reset (see Performing a soft reset).

Web

I can't tell if data services are available

When your phone is on, icons appear in the title bar in the Phone application's Main View to indicate whether data services are available and whether a data connection is active. See What are all those icons? for descriptions of the icons that indicate that data services are available.

TIP If your phone is on and you do not see any of the data icons, data services are not available in your current location.

My smartphone won't connect to the Internet

Your smartphone supports the 1xRTT and EVDO wireless data networks. To connect to the Internet, you must subscribe to and activate data services with Verizon Wireless, and you must be in a location with data coverage.

1. Press and hold **Power/End** to turn off your phone. Then press and hold the same button to turn it back on again.
2. Press **Phone** and look for either the **1xRTT** 1x or **EVDO** EV icon in the title bar of the Phone application's Main View.
3. If you see these icons, you are in a data coverage area. Try connecting to the Internet again. If you do not see either of these icons, press **Applications**, select **Prefs**, and continue with the following steps.
4. Select **Network**.
5. Select the **Services** pick list and select **EVDO**.
6. Select **Connect**.
7. If the connection is successful, go to the web browser. If you still can't make a connection, perform a soft reset (see Performing a soft reset).
8. If your phone did not turn on automatically after the soft reset, press and hold **Power/End** to turn on your phone, and try connecting to the Internet.
9. Contact Verizon Wireless to verify the following:
   - Your subscription plan includes high-speed data services.
   - Data services have been activated on your account.
   - Data coverage is available in your location.
   - There are no data service outages in your location.

I can't access a web page

First, make sure you have Internet access: Open the web browser and try to view another web page you've loaded before. To ensure you're viewing the page directly from the Internet, press **Menu**, select **Go**, and then select **Refresh**.

If you can view the other web page after you refresh it but you still can't access the

page you were originally trying to view, the page may contain elements that are not supported by the web browser. These include Flash, Shockwave, VBScript, WMLScript, and other plug-ins.

Some websites use a redirector to their true home page. If the web browser on your smartphone can't follow the redirector, try using a desktop browser to see the landing page of the redirector, and then enter that address in the web browser on your smartphone.

> **TIP** Your smartphone can open your email application when you select an email address on a web page. If nothing happens when you select the link, make sure your email application is already set up.

It takes a long time for a web page to load

If it is taking longer than usual to load web pages, you may have traveled from a BroadbandAccess (EVDO) service area to a 1xRTT service area. Although NationalAccess (1xRTT) data service is considered a high-speed data service, it seems slow if you are used to EVDO speed.

1. Press **Phone** and look for either the **1xRTT** 1x or **EVDO** EV icon in the title bar of the Phone application's Main View.
2. If you see the **EVDO** EV icon, there may be a problem with the website you are trying to access. Try opening a different web page to see if the problem persists.
3. If you see the **1xRTT** 1x icon, you may be experiencing the difference in performance between the two types of data networks.
4. To be sure there is not a problem with your connection to the Verizon Wireless network, press and hold **Power/End** to turn off your phone. Then press and hold the same button to turn it back on again.
5. Try opening the web page again to see if it loads faster.

An image or map is too small on my screen

The web browser has two modes: Optimized and Wide Page. Optimized Mode resizes all images and page elements to fit into a single column on the

smartphone screen. Switch to Wide Page Mode to see the full-size image (see Viewing a web page).

You may also be able to save the image on your smartphone or an expansion card and then view the image later on your computer.

A secure site refuses to permit a transaction

Some websites don't support certain browsers for transactions. Please contact the site's webmaster to make sure the site allows transactions using Blazer™ web browser from your smartphone.

My Bluetooth DUN connection isn't working

Check all of the following:

- Press **Applications** and select **Bluetooth**. Make sure the **Bluetooth** setting is set to **On**.
- You have already formed a partnership between your smartphone and your computer (see Creating a partnership between your smartphone and your computer).
- The Bluetooth feature on your computer is turned on.
- Your smartphone is within 30 feet (10 meters) of your computer. Performance and range may be affected by physical obstacles, radio interference from nearby electronic equipment, and other factors.

If the problem persists, try the following:

- Turn the **Bluetooth** setting to **Off** and then turn it back on again.
- Try moving your smartphone closer to your computer. The effective range for a computer varies between manufacturers.
- Confirm that no obstructions, including your body, are between your smartphone and your computer.
- If the problem persists, create a new partnership with your computer (see Creating a partnership between your smartphone and your computer).

Camera

Here are some tips for taking good pictures with the built-in camera:

- Clean the camera's lens with a soft, lint-free cloth.
- Take pictures in bright lighting conditions. Low-light images may be grainy, due to the sensitivity of the camera.
- Hold the smartphone as still as possible. Try supporting your picture-taking arm against your body or a stationary object (such as a wall).
- Keep the subject of the picture still. Exposure time is longer with lower light levels, so you may see a blur.
- For best results, verify that you have the brightest light source coming from behind you, lighting the subject's face. Avoid taking indoor pictures with the subject in front of a window or light.
- Make sure the subject is at least 18 inches away from the camera to ensure good focus.

Remember that when you synchronize your smartphone with your computer, your camera images are stored in the My Pictures/Palm Photos folder on your hard drive (see Viewing pictures and videos on your computer).

Making room on your smartphone

Keep in mind that your smartphone includes an expansion card slot, and that you can store applications and information on expansion cards (sold separately). However, you still need free memory on the smartphone itself to run applications from an expansion card. For more info on using expansion cards, see Using expansion cards.

If you store a large number of records or install many third-party applications, the internal memory on your smartphone may fill up. Here are some common ways to clear space:

Email: Messages that have large attachments can quickly consume memory on your smartphone. Delete messages with large attachments. If you have hundreds of messages with or without attachments, you may want to delete older messages to make room.

Pictures & Videos: Large images take up a lot of memory. Move images to an expansion card or synchronize them to your computer, and then delete the images from your smartphone (see Viewing pictures and videos on your computer).

Music: Music files often consume a lot of memory. Move music files to an expansion card, or delete large files from your smartphone.

Messaging: Multimedia content can also consume a lot of memory. Move multimedia content to an expansion card, or delete large files from your smartphone (see Deleting messages).

Internet: If you set a large web browser cache, you may want to use the web browser's advanced Memory Management settings to clear all recent pages (see Customizing your web browser settings).

Third-party applications: You can delete infrequently used applications (see Removing applications) or move them to an expansion card (see Copying applications between an expansion card and your smartphone).

Third-party applications

Some third-party applications can cause conflicts on your smartphone. For example, third-party applications that were not written with the smartphone keyboard and 5-way navigator in mind may cause strange behavior or errors when you use the keyboard and 5-way navigator in these applications. Third-party applications that modify wireless features may require extra troubleshooting.

If you recently installed an application and your device seems to be stuck, try the following:

1. Perform a soft reset (see Performing a soft reset).
2. If the problem persists, perform a system reset (see Performing a system reset).
3. Delete the most recently installed application from your smartphone (see Removing applications).
4. If the problem persists, perform another system reset.
5. If possible, synchronize your smartphone with your computer to back up your most recent info.
6. If you're unable to perform the preceding steps or the problem persists, locate your **Backup** subfolder on your computer and rename the folder (for example, BackupOld).

   Windows: C:\Program Files Palm**\<***device name***>**

   Mac: <*Mac hard drive***> : Applications :** Palm **: Users : <***device name***>**

NOTE Can't find a Palm folder in Program Files? Then look for a palmOne or Handspring folder instead. For more info, see I can't find my user folder.

7. Perform a hard reset (see Performing a hard reset).
8. Sync to restore your info in Calendar, Contacts, Tasks, Memos, and Pictures & Videos.
9. If the problem is resolved, begin reinstalling your third-party applications one at a time by double-clicking a single file in the original Backup subfolder that you renamed, and sync after each application you install.
10. If the problem recurs, delete the last application you installed and report the problem to its developer.

I can't exit a game or third-party application

Press **Option** + **Applications** to return to Applications View.

Getting more help

Contact the author or vendor of the third-party software if you require further assistance.

Error messages

Your smartphone is designed to minimize interruptions when a system error occurs. If your smartphone encounters a system error, it automatically resets itself and resumes functioning as normal. If possible, it even turns the phone back on if it was on before the error occurred.

Sometimes you might want to know more about an error. Your smartphone uses a special interface to show error messages in greater detail.

1. Press **Phone** .
2. Enter **#*377** and then press **Send** .
3. Review the screen with details about the conditions that led up to the most recent automatic reset.
4. Select **OK**.

NOTE Third-party developers create their own error messages. If you do not understand an error message, please contact the developer of the application for help.

Terms

1xEVDO (Evolution Data Optimized):

A wireless broadband technology (also known as EVDO and BroadbandAccess) that is designed for very high-speed data transfer, with average download speeds of 400 to 700Kbps and the capability of reaching speeds up to a theoretical maximum of 2.4Mb/s, and upload speeds up to 156Kb/s.

1xRTT

Also known as NationalAccess, 1xRTT is a standard of mobile internet connectivity that allows for persistent data connections as long as you are actively using your data connection. The average data transmission rate is around 70Kb/s, although theoretical limits are 153.6Kb/s.

Auto-off interval

The time of inactivity that passes before the screen on your smartphone turns off. The wireless features on your smartphone are unaffected by this setting.

Beam

The process of sending or receiving an entry or application using the infrared (IR) port on your smartphone.

Bluetooth® wireless technology

Technology that enables devices such as the smartphone, mobile phones, and computers to connect wirelessly to each other so that they can exchange information over short distances. For more info, visit www.bluetooth.com.

Device name

The name associated with your smartphone and with the info in your desktop software. The device name (sometimes called the *username*) distinguishes your smartphone from all other Palm OS® devices. When you first synchronize your smartphone, you are asked to give it a device name. This name appears in the User list in Palm Desktop software. Every Palm OS device that is synchronized with the same computer must have a unique device name.

Dialog box

A set of options and command buttons that is enclosed by a border and that enables you to carry out a specific task.

Dial-up networking (DUN)

Wireless technology that enables you to convert your smartphone into a wireless modem so that you can access the Internet from your computer.

Favorite

A button that provides quick access to a phone number (speed-dial button) or commonly used application (such as Web or Messaging). You can define an unlimited number of favorite buttons in the Phone application.

HotSync®

The technology that synchronizes your smartphone and your computer with the simple press of a button.

HotSync manager

The computer application that manages the synchronization of your smartphone with your computer.

Infrared (IR)

A way of transmitting information using light waves; this is called *beaming*. The IR port on your smartphone enables you to transfer information to other IR devices within a short radius.

Lithium ion (Li-ion)

The rechargeable battery technology used in the smartphone.

MMS

Multimedia messaging, an enhanced form of messaging that enables you to send pictures, videos, animations, sounds, and ringtones almost instantly.

Palm® Desktop software

A personal information manager (PIM) for computers that helps you manage information like names and addresses, appointments, and lists of tasks and memos. After you install Palm Desktop on your computer, you can synchronize the information in Palm Desktop with the information on your smartphone, so you don't have to type the same information in both places.

Palm® OS by ACCESS

The operating system of your smartphone. Palm® OS is known for its simplicity of use and for the large number of compatible third-party applications that can be added to your smartphone.

Palm® Installation Tool

Palm Desktop software comes with an installation tool that enables you to transfer Palm OS apps (PRC and PDB) to your smartphone that you downloaded from the web to your computer.

Partnership

Two Bluetooth devices—for example, your smartphone and a hands-free device—that can connect because each device finds the same passkey on the other device. Once you form a partnership with a device, you don't need to enter a passkey to connect with that device again. Partnership is also known as paired relationship, pairing, trusted device, and trusted pair on some devices.

PIM (personal information manager)

A genre of software that includes applications such as Palm® Desktop software, Microsoft Outlook, Lotus Notes, and ACT!. PIMs generally store contacts, schedules, tasks, and memos.

Quick key

A letter that you can press and hold to activate a favorite app. For example, create a speed-dial button for your mother's number and enter the letter **M** for "Mom" as the Quick Key. Then when you want to call her, press and hold M. Your smartphone dials the number.

Slide

A collection of text, pictures, videos, and sounds that are grouped together within a multimedia message created in the Messaging application. During playback, all the items within a particular slide appear on the same screen. If a multimedia message contains multiple slides, each slide can be viewed within the MMS (multimedia messaging) application.

SMS

The service that exchanges short text messages almost instantly. Text messages are typically sent to a mobile phone number, rather than to an email address (although this too is possible). These

messages can usually include up to 160 characters; messages with more than 160 characters are automatically split into several messages. You can send and receive SMS messages while you are on a voice call.

Streaming

Technology that enables you to access media content—for example, watch video or listen to an audio program—directly from the Internet on your smartphone without needing to download a file to save on your smartphone.

User folder

The folder on your computer that contains the information you enter in Palm Desktop software and the information you enter on your smartphone and synchronize with Palm Desktop software.

Important safety and legal information

FCC Notice

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- *This device may not cause harmful interference, and*
- *This device must accept any interference received, including interference that may cause undesired operation.*

Antenna Care/Unauthorized Modifications

Use only the supplied integral antenna. Unauthorized antenna modifications or attachments could damage the unit and may violate FCC regulations. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC RF Safety Statement

In order to comply with FCC RF exposure safety guidelines, users MUST use one of the following types of bodyworn accessories.

- A Palm® brand body-worn accessory that has been tested for SAR compliance and is intended for use with this product.
- An accessory that contains NO metal (snaps, clips, etc.) and provides AT LEAST 1.5 cm of separation between the user's body and the unit.

Do NOT use the device in a manner such that it is in direct contact with the body (i.e., on the lap or in a breast pocket). Such use will likely exceed FCC RF safety exposure limits. See www.fcc.gov/oet/rfsafety/ for more information on RF exposure safety.

The highest reported (FCC) SAR values of the Palm® Centro™ smartphone by Palm are:

- CDMA2000 Cellular Head = 1.09 (W/kg)
- CDMA2000 PCS Head = 1.35 (W/kg)
- CDMA2000 Cellular Body = 0.817 (W/kg)
- CDMA2000 PCS Body = 0.423 (W/kg)

More information on the device's SAR can be found by using the FCC ID number on the following FCC website: https://fjallfoss.fcc.gov/oetcf/eas/reports/GenericSearch.cfm.

FCC Radiofrequency Emission

This device meets the FCC Radiofrequency Emission Guidelines and is certified with the FCC as:

FCC ID number: O8F-747.

Certified by Industry Canada as IC: 3905A-747

FCC Hearing Aid Compatibility

Your Centro smartphone is compliant with the FCC Hearing Aid Compatibility (HAC) requirements. For additional HAC information, including the HAC rating of this product, please refer to www.palm.com/centroHAC.

Static Electricity, ESD, and Your Palm® Device

Electrostatic discharge (ESD) can cause damage to electronic devices if discharged into the device, so you should take steps to avoid such an occurrence.

Description of ESD Static electricity is an electrical charge caused by the buildup of excess electrons on the surface of a material. To most people, static electricity and ESD are nothing more than annoyances. For example, after walking over a carpet while scuffing your feet, building up electrons on your body, you may get a shock—the discharge event—when you touch a metal doorknob. This little shock discharges the built-up static electricity.

ESD-susceptible equipment Even a small amount of ESD can harm circuitry, so when working with electronic devices, take measures to help protect your electronic devices, including your Palm® device, from ESD harm. While Palm has built protections against ESD into its products, ESD unfortunately exists and, unless neutralized, could build up to levels that could harm your equipment. Any electronic device that contains an external entry point for plugging in anything from cables to docking stations is susceptible to entry of ESD. Devices that you carry with you, such as your Palm device, build up ESD in a unique way because the static electricity that may have built up on your body is automatically passed to the device. Then, when the device is connected to another device such as a docking station, a discharge event can occur.

Precautions against ESD Make sure to discharge any built-up static electricity from yourself and your electronic devices *before* touching an electronic device or connecting one device to another. The recommendation from Palm is that you take this precaution before connecting your Palm device to your computer, placing a device in a cradle, or connecting it to any other device. You can do this in many ways, including the following:

- Ground yourself when you're holding your device by simultaneously touching a metal surface that is at earth ground. For example, if your computer has a metal case and is plugged into a standard three-prong grounded outlet, touching the case should discharge the ESD on your body.
- Increase the relative humidity of your environment.
- Install ESD-specific prevention items, such as grounding mats.

Conditions that enhance ESD occurrences Conditions that can contribute to the buildup of static electricity in the environment include the following:

- Low relative humidity.
- Material type. (The type of material gathering the charge. For example, synthetics are more prone to static buildup than natural fibers like cotton.)
- The rapidity with which you touch, connect, or disconnect electronic devices.

While you should always take appropriate precautions to discharge static electricity, if you are in an environment where you notice ESD events, you may want to take extra precautions to protect your electronic equipment against ESD.

Battery safety information

- Do not disassemble or open, crush, bend or deform, puncture or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
- Only use the battery for the system for which it is specified.
- Only use the battery with a charging system that has been qualified with the system per this standard. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Do not short-circuit a battery or allow metallic conductive objects to contact battery terminals.
- Replace the battery only with another battery that has been qualified with the system per this standard, CTIA-1725. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.
- Promptly dispose of used batteries in accordance with local regulations.
- Battery usage by children should be supervised.

- Avoid dropping the phone or battery. If the phone or battery is dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Improper battery use may result in a fire, explosion or other hazard.
- For those host devices that utilize a USB port as a charging source, the host device's user manual shall include a statement that the phone shall only be connected to products that bear the USB-IF logo or have completed the USB-IF compliance program.
- Based on DOT rules, spare batteries must not be transported in checked luggage on commercial flights. Spare batteries can only be transported in carry-on luggage. For more information: http://safetravel.dog.gov/whats_new_batteries.html

Driving Safety Tips

Always obey all laws and regulations on the use of the smartphone in your driving area. Avoid talking on a cell phone while driving. Use a hands-free device.

Operational Warnings

IMPORTANT INFORMATION ON SAFE AND EFFICIENT OPERATION. Read this information before using your integrated multi-service portable radio.

For the safe and efficient operation of your radio, observe these guidelines:

Potentially explosive atmospheres: Turn off your smartphone when you are in any areas with a potentially explosive atmosphere, such as fueling areas (gas or petrol stations, below deck on boats) storage facilities for fuel or chemicals, blasting areas and areas near electrical blasting caps, and areas where there are chemicals or particles (such as metal powders, grains and dust) in the air.

Interference to medical and personal Electronic Devices: Most but not all electronic equipment is shielded from RF signals and certain electronic equipment may not be shielded against the RF signals from your smartphone.

Pacemakers: The Health Industry Manufacturers Association recommends that a minimum separation of 15 centimeters be maintained between a smartphone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by the recommendations of Wireless Technology Research. Persons with pacemakers should:

- ALWAYS keep the smartphone more than six inches from their pacemaker when the smartphone is turned ON.
- Not carry the smartphone in a breast pocket.
- Use the ear opposite the pacemaker to minimise the potential for interference.
- Turn the smartphone OFF immediately if you have any reason to suspect that interference is taking place.

Audio Safety: This smartphone is capable of producing loud noises which may damage your hearing. When using the speakerphone feature, it is recommended that you place your smartphone at a safe distance from your ear.

Other Medical Devices, Hospitals: If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information. Turn your smartphone OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Repetitive Motion Injuries: When using the keyboard or playing games on your smartphone, you may experience discomfort in your neck, shoulders, hands, arms, of other parts of the body. To avoid any injury, such as tendonitis, carpal tunnel syndrome, or other musculoskeletal disorder, make sure to take necessary breaks from use, take longer rests (such as several hours) if discomfort or tiring begins, and see a doctor if discomfort persists. To minimize the risk of Repetitive Motion Injuries, when texting or playing games with your phone:

- Do not grip the phone too tightly
- Press the buttons lightly

- Make use of the special features in the handset that minimize the number of buttons which have to be pressed, such as message templates and predictive text
- Take lots of breaks to stretch and relax

Blackouts and Seizures: Blinking lights, such as those experienced with television or playing video games, may cause some people to experience blackout or seizure, even if never experienced before. In the event a smartphone user should experience any disorientation, loss of awareness, convulsion, eye or muscle twitching or other involuntary movements, stop use immediately and consult a doctor. Individuals with personal or family history of such events should consult a doctor before using the device. To limit the possibility of such symptoms, wherever possible every hour take a minimum of 15 minutes, use in a well lighted area, view the screen from the farthest distance and avoid exposure to blinking lights if you are tired.

Operating Machinery: Do not use your smartphone while operating machinery. Full attention must be given to operating the machinery in order to reduce the risk of an accident.

Aircraft: While in aircraft, follow all instructions regarding the operation of your smartphone. Use of your smartphone while on board an aircraft must be done in accordance in compliance with airline instructions and regulations.

Vehicles with Air Bags: Your smartphone should not be placed in a position that would affect the operation of air bag deployment or in a position that, should the air bag inflate, could propel the smartphone. Air bags inflate with great force and care should be taken to protect within a vehicle that has air bags. Do not place a phone in the area over an air bag or in the air bag deployment area. Store the phone safely before driving the vehicle.

Small children: Do not leave your smartphone and its accessories within the reach of small children or allow them to play with it. They could hurt themselves or others, or could accidentally damage the smartphone. Your smartphone contains small parts with sharp edges that may cause an injury or which could become detached and create a choking hazard.

Product Handling & Safety: You alone are responsible for how you use your smartphone and any consequences of its use. You must always switch off your smartphone wherever the use of a phone is prohibited. Use of your smartphone is subject to safety measures designed to protect users and their environment.

Waste Disposal

This symbol indicates that Palm products should be recycled and not be disposed of in unsorted Municipal waste. Palm products should be sent to a facility that properly recycles electrical and electronic equipment. For information on Palm's environmental programs, visit www.palm.com/environment.

As part of Palm's corporate commitment to be a good steward of the environment, we strive to use environmentally friendly materials, reduce waste, and develop the highest standards in electronics recycling. Our recycling program keeps Palm handheld devices, smartphones and mobile companions out of landfills through evaluation and disposition for reuse and recycling. Palm customers may participate in the recycling program free of charge. Visit www.palm.com/recycle for additional details and information about how you can help reduce electronic waste.

Caution: Avoid potential hearing loss

Prolonged exposure to loud sounds (including music) is the most common cause of preventable hearing loss. Some scientific research suggests that using portable audio devices, such as portable music players and cellular telephones, at high volume settings for long durations may lead to permanent noise-induced hearing loss. This includes the use of headphones (including headsets, earbuds and Bluetooth® or other wireless devices). Exposure to very loud sound has also been associated in some studies with tinnitus (a ringing in the ear), hypersensitivity to sound and distorted hearing. Individual susceptibility to noise-induced hearing loss and other potential hearing problems varies.

The amount of sound produced by a portable audio device varies depending on the nature of the sound, the device, the device settings and the headphones. You should follow some common sense recommendations when using any portable audio device:

- Set the volume in a quiet environment and select the lowest volume at which you can hear adequately.
- When using headphones, turn the volume down if you cannot hear the people speaking near you or if the person sitting next to you can hear what you are listening to.
- Do not turn the volume up to block out noisy surroundings. If you choose to listen to your portable device in a noisy environment, use noise-canceling headphones to block out background environmental noise.
- Limit the amount of time you listen. As the volume increases, less time is required before your hearing could be affected.
- Avoid using headphones after exposure to extremely loud noises, such as rock concerts, that might cause temporary hearing loss. Temporary hearing loss might cause unsafe volumes to sound normal.
- Do not listen at any volume that causes you discomfort. If you experience ringing in your ears, hear muffled speech or experience any temporary hearing difficulty after listening to your portable audio device, discontinue use and consult your doctor.

You can obtain additional information on this subject from the following sources:

American Academy of Audiology
11730 Plaza American Drive, Suite 300
Reston, VA 20190
Voice: (800) 222-2336
Email: info@audiology.org
Internet: www.audiology.org

National Institute on Deafness and Other Communication Disorders
National Institutes of Health
31 Center Drive, MSC 2320
Bethesda, MD USA 20892-2320
Voice: (301) 496-7243
Email: nidcdinfo@nih.gov
Internet: http://www.nidcd.nih.gov/health/hearing

National Institute for Occupational Safety and Health
Hubert H. Humphrey Bldg.
200 Independence Ave., SW
Washington, DC 20201
Voice: 1-800-35-NIOSH (1-800-356-4674)
Internet: http://www.cdc.gov/niosh/topics/noise/

Precaution against hearing loss Protect your hearing. Listening to this device at full volume for a long period of time can damage your hearing.

A pleine puissance, l'écoute prolongée du baladeur peut endommager l'oreille de l'utilisateur. Consultez notre site web www.palm.com/fr pour plus d'informations.

Specifications

Radio	CDMA 1900/800 MHz digital dual-band EVDO and 1xRTT
Phone features	• Speakerphone • Hands-free headset jack (2.5mm, 4-barrel connector) • Microphone mute option • TTY/TDD compatible • 3-way calling
Processor technology	Intel PXA270 Bulverde processor, 312MHz
Expansion	MicroSD card slot
Battery	• Rechargeable lithium-ion • Removable for replacement • 3.5 hours full charge time
Palm OS® by ACCESS version	Palm OS 5.4.9
Camera	• 1.3 megapixel • Still-image capture resolution (1280 x 1024) • 2x digital zoom • Video capture resolution (352 x 288) • Automatic light balance

Size	• 4.2" x 2.1" x 0.73" • (107.2 mm x 53.65 mm x 18.6 mm)
Weight	4.12 ounces (116.8 grams)
Connectivity	• IR • Bluetooth® wireless technology (1.2–compliant)
Display	• Touch-sensitive LCD screen (includes stylus) • 65,536 colors (16-bit color) • User-adjustable brightness • 320 x 320 resolution
Keyboard	• Built-in QWERTY keyboard plus 5-way navigator • Backlight for low lighting conditions

Included software	• Blazer® web browser (Internet) • Calculator (Basic and Advanced) • Calendar • Camcorder • Camera • Contacts • Documents To Go® Professional • Google Maps • Memos • Messaging (text and multimedia) • My Centro	• Palm® Desktop software and HotSync® manager • Phone (including Favorites and Dial Pad) • Pics & Videos (includes camera and camcorder) • Pocket Tunes™ Deluxe • Quick Tour • Tasks • Wireless Sync (email) • Voice Dial • Voice Memo • World Clock
System requirements	• Windows XP Service Pack 2, Windows Media Center Edition 2005 with USB port, or Windows Vista • Mac OS 10.3–10.4.x with USB port • Later versions may also be supported	
Operating and storage temperature range	• 32°F to 104°F (0°C to 40°C) • 5% to 90% relative humidity (RH)	

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